

Request for Proposal 01-16170

External Quality Review Organization Project

**California Department of Health Services
Office of Medi-Cal Procurement
600 North 10th Street, Suite 240 C
Sacramento, CA 95814**

**PO Box 942732
Sacramento CA 94234-7320**

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Request for Proposal

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Required Attachments

Attachment #	Attachment Name
Attachment 1	Proposal Cover Page
Attachment 2	Required Attachment / Certification Checklist
Attachment 3	Proposer Certification Sheet
Attachment 4	Proposer References
Attachment 5	RFP Clause Certification
Attachment 6	Certification
Attachment 7	Payee Data Record
Attachment 8	DVBE Instructions / Forms with Attachment 8a, Actual DVBE Participation and Attachment 8b, Good Faith Effort
Attachment 9	Voluntary Letter of Intent

Cost Matrix

Attachment 10-1-1	Preliminary Report of the External Accountability Set Compliance Audits
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Attachment #	Attachment Name
Attachment 10-1-1	Final Report of the External Accountability Set Compliance Audit Results
Attachment 10-1-2	Aggregate Reports of the External Accountability Set Compliance Audit Results
Attachment 10-2	Reports Defining Superior Performance
Attachment 10-3	Quality Improvement Projects (QIPs) Reports
Attachment 10-4	Evaluation Reports
Attachment 10-5-1	Plan-Specific Reports of Consumer Satisfaction Survey Results
Attachments 10-5-2	Summary Report of Consumer Satisfaction Survey Results
Attachment 10-6	Annual Quality Improvement Conference
Attachments 10-7	Hourly Rate for Consultative Services
Attachments 10-8	Cost Proposal Form

Core Deliverables

Attachment 11-1-1	Year 1
Attachment 11-1-2	Year 2
Attachment 11-1-3	Year 3
Attachment 11-1-4	Extension Year 1
Attachment 11-1-5	Extension Year 2
Attachment 11-1-6	Subtotals & Grand Total
Attachment 12	Schedule for Enhanced Deliverables
Attachment 13	Conflict of Interest Compliance Certificate

W. APPENDICES FOR THE RFP

Appendix #	Appendix Name
Appendix 1	Driving Instructions to the Office of Medi-Cal Procurement
Appendix 2	Driving Instructions to the Bidder's Conference – Department of Health Services 7 th & P St.

X. SAMPLE CONTRACT FORMS / EXHIBITS

Exhibit #	Exhibit Name
Exhibit A-1	Standard Agreement
Exhibit A	Scope of Work
Exhibit B	Budget Detail and Payment Provisions

Exhibit #	Exhibit Name
Exhibit C View on-line. Not attached	General Terms and Conditions (GTC 201). View or download at this Internet site www.dgs.ca.gov/contracts .
Exhibit D(F)	Special Terms and Conditions
Exhibit E	Additional Provisions
Exhibit F	Contractor's Release
Exhibit G	Travel Reimbursement Information
Exhibit H	External Accountability Set Measures
Exhibit I	Glossary of Terms
Exhibit J	Contractor's Technical Proposal

A. Purpose, Background and Description of Services

1. Purpose

- a. The California Department of Health Services (DHS), Medi-Cal Managed Care Division, (MMCD), is soliciting proposals to select a Contractor to conduct annual, independent, external reviews of the quality of services provided to or arranged by contracting managed care plans serving Medi-Cal beneficiaries. This External Quality Review Organization (EQRO) may be a Peer Review Organization (PRO), Peer Review-like (PRO-like) entity or a private accrediting organization.

The Federal government delegates the responsibility for administering the Medi-Cal Program to DHS. This responsibility includes monitoring the provision of Medi-Cal services, including those services delivered through managed care contracts. In order to fulfill this responsibility and assure adequate quality of care, DHS:

- 1) Sets standards acceptable to the Federal government for what constitute adequate activities by the contracting managed care plans to promote and assure the provision of quality health care, and
 - 2) Implements effective procedures acceptable to the Federal government for monitoring the contracting plans' adherence to these standards and the actual quality of care delivered.
- b. Managed care plans under contract to DHS are required to have an internal quality of care system in place, with specific standards described within each health plan contract. Currently, the Audits and Investigation Division within DHS performs the medical audits on behalf of the Department. These audits are compliance audits that review the health plan's organization and staffing capacity, as well as compliance with regulatory and contractual requirements.

DHS contracts with an EQRO to objectively measure the performance of the contracting health plans in the delivery and outcomes of health care services. The results of the EQRO reviews complement the Department's internal monitoring activities undertaken to oversee the contracting plans.

Title 42, United States Code (USC), Section 1396 a (30) (C), requires State Medicaid programs to arrange for the performance of an annual independent, external review of the quality of services furnished under each State managed care plan contract. Three types of organizations are able to perform this review:

- 1) PRO: An organization that contracts with the Secretary of the U.S. Department of Health and Human Services (DHHS) to perform Medicare reviews; or
- 2) PRO-like entity: An organization that is either a physician-sponsored organization or a physician-access organization that demonstrates the ability to perform required review functions; or

- 3) Private accreditation body: A non-governmental sponsored entity that evaluates and recognizes facilities, agencies, institutions, and health care organizations as meeting certain predetermined standards.

The Proposer must perform the reviews in accordance with the guidelines established by both Federal and State law. Moreover, the Proposer must be able to conduct the audits in accordance with the programs established by the National Committee on Quality Assurance (NCQA) to conduct the Health Plan Employer Data and Information Set (HEDIS) Compliance Audits® and the Consumer Assessment of Health Plan Survey® (CAHPS). The Proposer must be capable of working closely with the MMCD in the development of quality improvement activities undertaken to evaluate and improve performance not only of individual plans, but the MMCD system as a whole.

- 4) Proposals must address all of the services described in the RFP section entitled, “Scope of Work”, Exhibit A.
- 5) The MMCD intends to make a single contract award to the most responsive and responsible firm earning the highest score among evaluated Proposers who have achieved a minimum score. This procurement is open to all eligible firms and/or individuals that meet the qualification requirements, including commercial businesses, nonprofit organizations, State or public universities (including auxiliary organizations) and other entities.

2. Background

In July 1965, the Social Security Act was amended to add Title XVIII, which established the Medicare Program, and Title XIX, which established the state-option Medicaid Program, known in California as Medi-Cal. Title XIX provided Federal reimbursement (called “Federal Financial Participation”) to those states that implemented a Medicaid Program. California State legislation that implemented the Title XIX program was signed in November 1965.

The Medi-Cal program is administered by the State in cooperation with the Federal and County governments. Prior to the start of Medi-Cal, indigent Californians were provided health care services through a variety of programs administered by the counties. With the advent of Medi-Cal, a wide range of health benefits were provided uniformly to certain individuals throughout the State whose income and resources were insufficient to meet the costs of necessary medical services.

The first in-depth Medi-Cal managed care legislation occurred in 1972 with the Medi-Cal Prepaid Health Plan (PHP). Contracting authority and standards were established under the Waxman-Duffy Prepaid Health Plan Act. In 1975, the Knox-Keene Health Care Service Plan Act (Knox-Keene) was enacted, establishing the State Department of Corporations (DOC) as the legally designated State regulatory agency for managed health care organizations. The

DOC set the State licensing requirements and standards for California-operated managed care plans. The Waxman-Duffy Act was amended further in 1977 adding authority for Medi-Cal Pilot Programs. This amendment provided the Department with broad flexibility to develop capitated managed care pilot projects, and included specific authority for publicly operated health care delivery system pilot projects.

In 1991 and 1992, further substantive Medi-Cal managed care program changes were enacted through AB 336 and SB485, emphasizing the managed care model. The State has steadily increased its commitment to the large-scale expansion of managed care within the Medi-Cal Program in order to improve beneficiaries' access to quality preventive and primary health care services in the most cost-effective manner. This commitment included the development of the Two-Plan and Geographic Managed Care (GMC) managed care programs. Today, over 3.2 million Medi-Cal beneficiaries in 22 counties are covered by Medi-Cal managed care arrangements.

3. Quality Improvement

Section 1932 (c) (1) of the Social Security Act, added by section 4705 (a) of the 1997 Balanced Budget Act (BBA), requires States entering into contracts with the health plans under SSA section 1903(m) to develop and implement a quality assessment and improvement strategy. At a minimum, these strategies must include: 1) access standards; 2) measures that examine other aspects of care and services directly related to improving the quality of care (e.g., grievance procedures and marketing standards; 3) procedures for monitoring and evaluating the quality and appropriateness of care and services that Medicaid enrollees receive; and 4) requirements for the provision of data [e.g., Health Plan Employer Data Information Set (HEDIS®)].

The Quality Improvement System for Managed Care (QISMC) is a set of guidelines for State Medicaid agencies to use in complying with the above statute. It defines a uniform set of quality standards in initial and ongoing review of health plans with a Medicaid contract. The role of the External Quality Review Organization is to perform independent external quality reviews of contracted managed care plans to comply with the above statutes and guidelines. As shown in the above historical review of the Medi-Cal program, refinements continue to be made because of Federal and State legislation, Departmental regulations, judicial and administrative decisions, and other efforts to enhance the program. Proposers should be aware that the responsibility of the Contractor includes the planned and orderly adherence to all applicable provisions of Federal and State legislation and regulations, and to any changes, as they may occur, throughout the terms of the contract

B. Time Schedule

Below is the tentative time schedule for this procurement:

Event	Date	Time (If applicable)
Request For Proposal Released	07/08/02	
Data Library Opens	07/08/02.	
Conference Questions Due	07/31/02	4:00 p.m.
Voluntary Pre-Proposal Conference	08/06/02	Starting at 1:00 p.m. Department of Health Services 714 P Street, 1 st Floor Auditorium Sacramento CA
Voluntary Letter of Intent	08/06/02	4:00 p.m.
Proposal Due Date	09/03/02	4:00 p.m.
Notice of Intent to Award Posted	10/03/02	
Protest Deadline	10/10/02	5:00 p.m.
Contract Award Date	11/01/02	

C. Contract Term

The term of this contract shall cover three fiscal years from January 1, 20003 through September 30, 2005. The first year shall be only nine (9) months in duration, beginning January 1, 2003 through September 30, 2003. The second and third contract years shall each be a full twelve (12) month fiscal year beginning October 1, 2003 through September 30, 2004 for contract year two (2), and October 1, 2004 through September 30, 2005 for contract year three (3). The total term of the contract is expected to be thirty-three (33) months. Additionally, two (2), one-year (1) extensions may be executed at the sole discretion of the Department. The agreement term may change if DHS makes an award earlier than expected or if DHS cannot execute the agreement in a

timely manner due to unforeseen delays.

The resulting contract will be of no force or effect until it is signed by both parties and approved by the Department of General Services. The Contractor is hereby advised not to commence performance until all approvals have been obtained. Should performance commence before all approvals are obtained, said services maybe considered to have been volunteered.

D. Proposer Questions

Please notify DHS immediately if you need clarification about the services sought or have questions about the RFP instructions or requirements. Put your inquiry in writing and transmit it to DHS as instructed below. At its discretion, DHS reserves the right to contact an inquirer to seek clarification of any inquiry received.

Proposers that fail to report a known or suspected problem with the RFP or fail to seek clarification and/or correction of the RFP shall submit a proposal at their own risk.

1. What to Include in an Inquiry

- a. Your name, name of your firm, mailing address, area code and telephone number, E-mail address and fax number.
- b. A description of the subject or issue in question or discrepancy found.
- c. RFP section, page number or other information useful in identifying the specific problem or issue in question.
- d. Remedy sought, if any.

2. Question Deadline

Proposers are encouraged to submit written inquiries about this RFP to DHS no later than **July 31, 2002**; five (5) working days before the Pre-Proposal Conference date so answers can be prepared in advance. All questions (except as noted below) must be received by DHS by **4:00 p.m. on August 6, 2002**.

DHS will accept inquiries about the following issues up to the proposal submission deadline:

- a. DVBE participation requirements and how to complete the DVBE attachments;
- b. The reporting of RFP errors or irregularities.

3. How to Submit Questions

Submit inquiries using one of the following methods:

U.S. Mail, Hand Delivery or Overnight Express:**Fax:****Questions RFP 01-16170**

Department of Health Services
Office of Medi-California Procurement
Attn. Nathan Greve
600 North 10th Street, Suite 240 C
P.O. Box 942732
Sacramento, CA 94234-7320

Questions RFP 01-16170

Department of Health Services
Office of Medi-Cal Procurement
Attn. Nathan Greve

Fax: (916) 323-7456

Proposers submitting inquiries by fax are responsible for confirming the receipt of all faxed materials by the question deadline.

Call the Office of Medi-Cal Procurement at (916) 323-7406 and State that you wish to confirm your faxed transmissions.

Proposer Warning

DHS' internal processing of U.S. mail may add up to 48 hours to the delivery time. If you mail your appointment request, consider using certified, registered or express mail. **Request a return receipt confirming the delivery date and the time of delivery.** If you choose to hand deliver your appointment request, allow sufficient time to locate parking and sign-in at the security desk.

For driving and parking instructions, See Appendix 1.

4. Verbal Questions

Because verbal inquiries are easily misinterpreted, you are **highly encouraged** to submit all inquiries in writing. Verbal questions will be taken prior to and at the bidder's conference. However, DHS reserves the right not to accept or respond to verbal inquiries that may lead to confusion or be deemed inappropriate for response. **Spontaneous verbal remarks provided in response to verbal inquiries are unofficial and are not binding on DHS unless later confirmed in writing.**

No inference should be drawn from any question the Department does not respond to in writing.

E. Data Library

A Data Library for the sole use of Proposers will be established on July 8, 2002. The Data library will be accessible by appointment on State working days Monday through Friday from 8:00 a.m. to 12:00 p.m. (noon), and 1:00 p.m. to 4:00 p.m. Access to the Data Library is restricted to authorized Proposers and/or their authorized representatives who have established an advance appointment through the process described below. Your organization must have a complete, signed set of Authorization Documents on file with the Office of Medi-Cal Procurement. The

same company official shall sign all Authorization Documents.

1. Authorization Documents

Documents required to be on file for access to the Data Library shall include:

- a. Data Library Confidentiality Agreement; and
- b. List of Authorized Personnel

2. Location

DHS will maintain the Data Library at the following location:

Office of Medi-Cal Procurement
600 North 10th Street, Suite 240 C
Sacramento CA

For driving and parking instructions, See Appendix 1.

3. Appointments (Required for Access)

Appointments to access the Data Library are **required** and may be arranged by contacting DHS through one of the following methods:

Department of Health Services

U.S. Mail or Overnight Express:	Fax:
Library Appointment RFP 01-16170 Department of Health Services Office of Medi-California Procurement Attn. Nathan Greve 600 North 10 th Street, Suite 240 C P.O. Box 942732 Sacramento, CA 94234-7320	Library Appointment RFP 01-16170 Department of Health Services Office of Medi-Cal Procurement Attn. Nathan Greve Fax: (916) 323-7456
Telephone:	Office of Medi-California Procurement at (916) 323-7406

After establishing access rights, please make your appointment request and include the following information in your request:

1. Name
2. Title
3. Firm you represent
4. Telephone number
5. Fax number
6. E-mail address, if applicable

7. Desired date of visit
8. Desired time of visit

Proposer Warning

DHS' internal processing of U.S. mail may add up to 48 hours to the delivery time. If you mail your appointment request, consider using certified, registered or express mail. **Request a return receipt confirming the delivery date and the time of delivery.** If you choose to hand deliver your appointment request, allow sufficient time to locate parking and sign-in at the security desk.

4. Data Library Contents

The Data Library contains various documentation and information that Proposers may find beneficial in the preparation of their proposal responses.

Contents

- **Report of the Results of the HEDIS® 1999 Performance Measures for Medi-Cal Members**
- **Report of the Results of the HEDIS® 2000 Performance Measures for Medi-Cal Members**
- **Report of the Results of the 1999 CAHPS® 2.0H Member Satisfaction Survey**
- **Report of the Results of the 2000 CAHPS® 2.0H Member Satisfaction Survey**
- **Quarterly Status Report of Internal Quality Improvement Projects, April 30, 2002**
- **Final Draft Policy Letter on Quality Assessment and Performance Improvement, December 29, 1999**
- **2002/2003 HEDIS® Minimum Performance Levels**
- **Blood Lead Screening Performance Measure Specifications**
- **Blood Lead Screening Performance Measure Policy Letter, February 2002**
- **Beta Agonist Performance Measure Specifications**
- **2000 Quality Improvement Conference Handouts**
- **2002 Contract for EQRO Services**

Data Library materials may be periodically updated and additional documents may be added. Proposers that have requested access to the Data Library will be notified of the additions and/or changes by way of written notice.

5. Obtaining Copies of Library Materials

Proposers that wish to obtain reproduced copies of Data Library materials may do so by contacting Nathan Greve at (916) 323-7406. Proposers are encouraged to provide their own copying services when possible.

DHS will assess photocopying fees at a rate of ten cents per page, and/or any applicable fees to cover the cost of reproducing materials to other medium such as floppy disks or CD-Rs unless supplied by the Proposer. A check or money order made payable to the Department of Health Services will be required before materials can be released.

The Data Library is also available electronically and may be copied to a CD-R for your use. The Department strongly encourages Proposers to use this medium to obtain copies of Data Library documents. Please contact Nathan Greve at (916) 323-7406 for details on obtaining a CD-R copy of the Data Library materials.

F. Pre-Proposal Conference

DHS will conduct a voluntary Pre-Proposal Conference in the city of Sacramento, California on August 6, 2002 beginning at 1:00 PM at the following location:

714 P Street, 1st Floor Auditorium, Rm. 102
Sacramento, California

Prospective Proposers that intend to submit a proposal are encouraged to attend the voluntary Pre-Proposal Conference. Any prospective Proposer wishing to attend the Pre-Proposal Conference is advised that the conference will start at promptly 10:00 a.m. DHS reserves the right not to repeat information for participants that join the conference after it has begun.

If a potential prime Contractor is unable to attend the voluntary Pre-Proposal Conference, an authorized representative of its choice may attend on its behalf. The representative may only sign-in for one potential prime Contractor. Subcontractors may represent a potential prime Contractor at the voluntary Pre-Proposal Conference.

The purpose of the conference is to:

1. Allow prospective Proposers to ask questions about the services sought or RFP requirements and/or instructions.
2. Share the answers to general questions and inquiries received before and during the conference.

Spontaneous verbal remarks provided in response to questions/inquiries are unofficial and are not binding on DHS unless later confirmed in writing.

Carefully review this RFP before the conference date to familiarize yourself with the qualification requirements, Scope of Work and proposal content requirements. Prospective Proposers are encouraged to have their copy of this RFP available for viewing during the conference.

Refer to the RFP section entitled, "Proposer Questions" for instructions on how to submit written questions and inquiries before the conference date.

After the conference, DHS will provide written answers confirming and addressing all appropriate questions gathered before the conference or in response to oral or written questions taken at the conference. Oral answers to questions discussed at the conference are not binding on the Department unless confirmed in writing. To the extent practical, inquiries shall remain as submitted. However, the Department reserves the right to identify and group questions that may

be similar in nature and answer by one response. DHS reserves the right not to answer any question that is inappropriate, misleading or otherwise deemed not to aid the Proposers in preparing their RFP.

No inference should be drawn from any question the Department does not respond to in writing.

DHS will mail, fax or E-mail the official written answers from the conference to all persons who received this RFP and to those who voluntarily identified themselves and included an appropriate mail, fax or E-mail addresses, as having attended or participated in the conference.

Proposers are responsible for their costs to attend/participate in the conference. Those costs cannot be charged to DHS or included in any cost element of the Proposer's price offering.

For driving directions and parking instructions for the Pre Proposal Conference, See Appendix 2.

G. Reasonable Accommodations

Upon request, DHS will provide reasonable accommodation to a prospective Proposer with a physical impairment who needs assistance to participate/attend the Pre-Proposal Conference. Call Nathan Greve at (916) 323-7406 no later than July 30, 2002 to arrange for reasonable accommodations.

H. "Voluntary" Letter of Intent

1. General information

Prospective Proposers are asked to voluntarily indicate either their intention to submit a proposal or to indicate the reason(s) for not submitting a proposal. Failure to submit a Letter of Intent will not affect the acceptance of any proposal. The Letter of Intent is not binding and prospective Proposers are not required to submit a proposal merely because a Letter of Intent is submitted. **Use the Letter of Intent (Attachment 9) for this purpose.**

Please be advised that while the Letter of Intent is voluntary, the Department will continue to provide **automatic update** about the RFP only to prospective Proposers who have provided a voluntary letter of intent. It is incumbent upon any Proposer **who has not submitted** a voluntary letter of intent, but intends to bid on this contract, to monitor the DGS website at <http://www.osmb.dgs.ca.gov/cscr/> for any administrative bulletins and/or RFP addenda updates to the RFP. A proposer may also call (916) 323-7406 to request any administrative bulletins and/or RFP addenda updates to the RFP

2. Who Should Receive Updates

A firm that intends to submit a technical proposal in response to the RFP should submit a Letter of Intent. The Proposer should, on a firm's business letterhead, identify any and all parties that are to receive updates under the umbrella of their 'Letter of Intent'. Please include for each receiving party:

- a. Company Name
- b. Attention to Name (If appropriate.)
- c. Address
- d. E-mail Address
- e. Phone Number
- f. Fax number

Letters of Intent will not become public information until after the final date for submission of proposals.

3. Submitting a Letter of Intent

The Voluntary Letter of Intent must be received by **4:00 p.m. on August 6, 2002.**

Submit the Letter of Intent using one of the following methods.

**U.S. Mail, Hand Delivery or
Overnight Express:**

Letter of Intent RFP 01-16170
Department of Health Services
Office of Medi-Cal Procurement
Nathan D. Greve
600 North 10th Street, Suite 240 C
P.O. Box 942732
Sacramento, CA 94234-7320

Fax:

Letter of Intent RFP 01-16170
Department of Health Services
Office of Medi-Cal Procurement
Attn. Nathan D. Greve

Fax: (916) 323-7456

Proposers transmitting a Letter of Intent by fax are responsible for confirming the receipt of the faxed Letter of Intent by the stated deadline.

Call the Office of Medi-Cal Procurement at (916) 323-7406 to confirm faxed transmissions.

Proposer Warning

DHS' internal processing of U.S. mail may add up to 48 hours to the delivery time. If you mail your appointment request, consider using certified, registered or express mail. **Request a return receipt confirming the delivery date and the time of delivery.** If you choose to hand deliver your appointment request, allow sufficient time to locate parking and sign-in at the security desk.

For driving and parking instructions, See Appendix 1.

I. Scope of Work

See Exhibit A entitled, "Scope of Work" that is included in the Sample Contract Forms and Exhibits section of this RFP. Exhibit A contains a detailed description of the services and work to be performed as a result of this procurement.

J. Qualification Requirements

Failure to meet the following requirements by the proposal submission deadline will be grounds for DHS to deem a Proposer non-responsive. Evaluators may choose not to thoroughly review or score proposals that fail to meet these requirements. In submitting a proposal, each Proposer must certify and prove that it possesses the following qualification requirements.

1. Qualifications

The Contractor Must have the Qualifications Listed Below:

- a. The Contractor must meet one of the Federal requirements under Title 42, United States Code (USC), Section 1396 a (30) (C), as described in Section A, 1. b. (1), (2) and (3).
- b. The Contractor or its Subcontractor(s) must be certified by NCQA to conduct HEDIS Compliance Audits™.
- c. The Contractor or its Subcontractor(s) must be certified by NCQA to conduct CAHPS® surveys.
- d. The Contractor or its Subcontractor(s) must have worked within the medical or medical insurance industries in a consultative position to managed care plans, medical groups or medical insurance providers.

2. Agreement to Contract Terms and Conditions

Proposers must certify that they have read and are willing to comply with all proposed terms and conditions addressed in the RFP section entitled, “Contract Terms and Conditions”, including the terms appearing in the referenced contract exhibits and attachments.

3. Corporations

Corporations must certify they are in good standing and qualified to conduct business in California.

4. Business Integrity

Proposers must certify that they have a past record of sound business integrity and a history of being responsive to past contractual obligations.

5. Financial Stability

Proposers must certify they are financially stable and solvent and have adequate cash reserves to meet all financial obligations while awaiting reimbursement from the State.

6. Disable Veteran Business Enterprise

Proposers must either achieve actual Disabled Veteran Business Enterprise (DVBE)

participation or make an adequate Good Faith Effort (GFE) to meet the DVBE participation requirements. Detailed requirements are outlined in Attachment 8 (DVBE Instructions/Forms).

7. Conflict of Interest

- a. Any firm contracting with the DHS is required to provide a statement addressing any conflict of interest or potential conflict of interest as described in Conflict of Interest Compliance Certificate Attachment 13.
- b. Any of the following instances would be considered a potential “conflict of interest”, including, but not limited to any instance in the past, present or future:
 - 1) Where the Contractor contracts with any Managed Care Plan, a plan partner of any Managed Care Plan and a provider subcontractor to any Managed Care Plan which is intended to be audited or reviewed by Contractor.
 - 2) Where the Contractor has an Interest in a Managed Care Plan or its affiliates.
 - 3) Where the Managed Care Plan or its affiliates have an Interest in the Contractor.
 - 4) Where a Contractor officer, director or employee, and their spouse or dependent child, is employed by a Managed Care Plan or its affiliates or has an Interest in a Managed Care Plan or its affiliates.
 - 5) Where pursuant to the Political Reform Act (Government Code Section 87100-87500), a DHS official has an economic Interest in the Contractor and the official makes, participates in the making of, or uses his or her official position to influence the making of a decision involving Contractor, where it is reasonably foreseeable that the decision could materially affect the officials economic Interest.
 - 6) Where pursuant to Government Code Section 1090 et seq., a DHS official participates in the making of a contract with Contractor and the official has a financial interest in the contract.
- c. The Contractor conducting the HEDIS performance audit or CAHPS surveys must conform to any and all conflict of interest requirements of the National Committee of Quality Assurance (NCQA) with regards to the execution of the HEDIS audits and CAHPS surveys.
- d. Any form of ownership or Interest held through the ownership of a publicly trade mutual fund shall not be deemed a conflict of interest solely on the basis mutual fund ownership. Ownership of publicly traded stock by Contractor, in a corporation which owns or controls a Managed Care Plan or its affiliates should be reported if the stock ownership is at least five percent of the outstanding stock in the corporation.
- e. If the State is aware or becomes aware of a known or suspected conflict of interest, the Contractor will be given an opportunity to submit additional information to resolve the

- conflict. A proposer or Contractor with a suspected conflict of interest will have five (5) working days from the date of notification of the conflict by the State to provide complete information regarding the suspected conflict. If a conflict of interest is determined to exist by the State and the conflict cannot be resolved or mitigated to the satisfaction of State, before or after the award of the contract, the conflict will be grounds for rejection of the proposal or termination for default of the contract.
- f. The term "Interest" for purposes of conflict of interest shall include any ownership of a partnership, S Corporation, Limited Liability Corporation, or Interest or ownership of stock in closely held corporation which holds an ownership position in a managed care plan. An "Interest" shall also be evidenced by any loan; corporate, personal, secured or unsecured, between a Managed Care Plan or its affiliates and a party or related party to this contract.
 - g. The term "Contractor" for purposes of conflict of interest includes the Proposer/Contractor and Subcontractors, including the employees, officers and directors of these entities.

The term "Subcontractor" for purposes of conflict of interest is limited to those individuals or entities who contract with the Contractor/Proposer to perform any part of the Scope of Work in RFP Section H.

- h. Any form of ownership or Interest held through the ownership of a publicly trade mutual fund shall not be deemed a conflict of interest solely on the basis mutual fund ownership. Ownership of publicly traded stock by Contractor, in a corporation which owns or controls a Managed Care Plan or its affiliates should be reported if the stock ownership is at least five percent of the outstanding stock in the corporation.
- i. The contracting firm understands that, any instance of potential conflict of interest **MUST** be reported to the State when discovered to exist at anytime before or during the contract including extension periods, if any.

8. Insurance

- a. The Contractor shall furnish to the State a Certificate of Insurance stating that there is Comprehensive General Liability Insurance [CGL] presently in effect for the Contractor with a Combined Single Limit [CSL] of not less than one million dollars [\$1,000,000.] per occurrence for bodily injury and property liability combined.
 - 1) The Certificate of Insurance shall provide:
 - a) that the insurer will not cancel the insured's coverage without thirty [30] days written notice to DHS;
 - b) that DHS, its officers, agents, employees, and servants are included as additional insured but only insofar as the operations under this contract are concerned; and
 - c) that DHS will not be responsible for any premiums or assessments on the policy.

- b. The Certificate of Insurance shall meet such additional standards as may be determined by DHS, either independently or in consultation with the DGS, Office of Insurance and Risk Management [OIRM], as essential for protection of DHS.
 - 1) The insurance will be issued by an Insurance Company acceptable to the DGS, OIRM or be provided though partial or total self-insurance acceptable to the DGS.
 - 2) The Contractor agrees that the CGL insurance herein provided for shall be in effect at all times during the term of this Contract. The Contractor shall agree to provide at least thirty [30] days notice prior to said expiration date, a new certificate of insurance evidencing insurance coverage as provided for herein for not less than the remainder of the term of this Contract, or for a period of not less than one year.
- c. The Contractor shall provide and maintain Workers' Compensation Insurance, in accordance with the statutory requirements of the state where work is performed, during the performance of this Contract, and require its subcontractors to do the same.
- d. New Certificates of Insurance are subject to the approval of the DHS and Contractor agrees that no work or services shall be performed prior to the giving of such approval. In the event the Contractor fails to keep in effect at all times insurance coverage as herein required, DHS may, in addition to any other remedies it may have, terminate this contract.

K. Proposal Format and Content Requirements

1. General Instructions

- a. Each firm or individual may submit only one proposal.

For the purposes of this paragraph, “firm” includes a parent corporation of a firm and any other subsidiary of that parent corporation. If a firm or individual submits more than one proposal, DHS will reject all proposals submitted by that firm or individual.

A firm or individual proposing to act as a prime Contractor may be named as a subcontractor in another Proposer’s proposal. Similarly, more than one Proposer may use the same subcontractors and/or independent consultants.

- b. Develop proposals by following all RFP instructions and/or clarifications issued by DHS in the form of question and answer notices, clarification notices, and Administrative Bulletins or RFP addenda.
- c. Before submitting your proposal, seek timely written clarification of any requirements or instructions that you believe to be vague, unclear or that you do not fully understand.
- d. In preparing your proposal response, all narrative portions should be straightforward, detailed and precise. DHS will determine the responsiveness of a proposal by its quality, not its volume, packaging or colored displays.

- e. Arrange for the timely delivery of your proposal package(s) to the address specified in this RFP. Do not wait until shortly before the deadline to submit your proposal.

2. Format Requirements

- a. Submit one (1) original proposal, five (5) written copies or sets and one (1) copy on CD-R in any DHS standard platform (i.e. Word, Excel, Adobe).
 - 1) Write **“Original”** on the original proposal set.
 - 2) Each proposal set must be complete with a copy of all required attachments and documentation.
- b. Format the narrative portions of the proposal as follows:
 - 1) Use one-inch margins at the top, bottom, and both sides;
 - 2) Use a font size of not less than 11 points;
 - 3) Print pages single-sided on white bond paper;
 - 4) Sequentially paginate the pages in each section. It is not necessary to paginate items in the Forms Section or Appendix Section.
- c. Bind each proposal set in a way that enables easy page removal. Loose leaf or three-ring binders are acceptable.
- d. All RFP attachments that require a signature must be signed in ink, preferably in a color other than black.
 - 1) Have a person who is authorized to bind the proposing firm sign each RFP attachment that requires a signature. Signature stamps are not acceptable.
 - 2) Place the originally signed attachments in the proposal set marked “Original”.
 - 3) The RFP attachments and other documentation placed in the extra proposal sets may reflect photocopied signatures.
 - 4) For the CD-R copy: Any document requiring a signature or any document that cannot be electronically copied should be scanned and placed on the CD as a PDF file.
- e. Do not mark any portion of your proposal response, any RFP attachment or other item of required documentation as “Confidential” or “Proprietary.” DHS will disregard any language purporting to render all or portions of a proposal confidential or proprietary.

3. Content Requirements

This section specifies the order and content of each proposal. Please assemble the materials in each proposal set in the following order:

a. Proposal Cover Page

A person authorized to bind the Proposer must sign the Proposal Cover Page (**Attachment 1**). If the Proposer is a corporation, a person authorized by the Board of Directors to sign on behalf of the Board must sign the Proposal Cover Page.

b. Table of Contents

Properly identify each section and the contents therein. Paginate all items in each section with the exception of those items placed in the Forms Section and Appendix Section.

c. Executive Summary Section

Executive summary section must not exceed three (3) pages in length. Evaluators will not review or evaluate excess pages.

In preparing your Executive Summary, do not simply restate or paraphrase information in this RFP. Describe or demonstrate, in your own words, the following information:

- 1) Your understanding of DHS' needs and the importance of this project;
- 2) The tangible results that you expect to achieve;
- 3) Your firm's sincere commitment to perform the Scope of Work in an efficient and timely manner;
- 4) How you will effectively integrate this project into your firm's current obligations and existing workload.
- 5) Why your firm should be chosen to undertake this work at this time.

d. Agency Capability Section

- 1) Include a brief history of your firm, including:
 - a) The date of establishment. If applicable, explain any changes in your business history or organizational structure that will assist DHS in determining your qualifications.
 - b) A description of your firm's goals that are relevant, closely related, or which complement this project.
- 2) What experience qualifies your firm to undertake this project? Please include as part of your narrative, information that demonstrates that your firm possesses the experience of the types listed in this section. The experience you report should be

based on recent work (within the last three (3) years) in this area and should have occurred within the past five years. Please describe the experience your firm or your subcontractor has in conducting:

- a) HEDIS® audits as prescribed by the NCQA.
 - b) CAHPS® surveys as prescribed by the NCQA.
 - c) Surveying populations with limited English proficiency.
 - d) The evaluation of health plan quality improvement projects.
 - i. The development and evaluation of performance measures.
 - ii. The analysis of performance measurement results.
 - e) The coordination and facilitation of the work of committees, task forces and work groups of varying organizations in pursuit of a common goal, report or objective.
 - f) Work within the medical and/or insurance industries in a consultative position to managed care plans, medical groups or medical insurance providers.
 - g) Comparative analysis of health plan performance across a spectrum of measures, including clinical, service- related, financial and contractual.
 - h) The coordination and facilitation of regional or national conferences.
 - i) Any additional experiences or abilities that you feel enhance the value your firm to conduct of this contract.
- 3) Briefly, describe the accounts or work projects begun and/or completed in the past three years that involved services similar in nature or closely related to the Scope of Work in this RFP. For each account or project listed, include the following information:
- a) Name of agency or firm for whom services were performed;
 - b) Contact person;
 - c) Duration or length of the project;
 - d) Total cost or value of the project;
 - e) Indicate if the account or project is “active/open” or “closed/settled”;
 - f) Describe briefly the type and nature of the services you performed.
- 4) Provide a copy of a recent report or portion of a recent report produced by your firm as a sample of your writing style and presentation. The sample should be no less than eight (8) pages and no more than ten (10) pages of written documentation. The attachment of graphs, diagrams or other visual presentations which are related to the written documentation may be provided and are encouraged. Do not count any visual attachment toward the total written pages requested. Please limit any visual

attachments to a maximum of five (5) pages. Small visual attachments incorporated into the original written documentation have no effect on the page count for either written or visual documents.

The written and/or visual attachments MUST BE SANITIZED by removing any identification of whom the document was produced for, whom the document is about or any proper name or company name in the document. Word replacement is the preferred method, but obliteration of the identifying information is acceptable.¹

- 5) Briefly describe any experience that demonstrates your firm's ability to establish and maintain effective working relationships with government entities, a diverse culture community or a special needs population.
 - 6) Identify three client references that your firm has serviced in the past five years that can confirm their satisfaction and the timeliness of your services. Use the Proposer References (**Attachment 4**) for this purpose. **Place the completed Proposer References form in the Forms section of your proposal.**
- e. Workplan Section
- 1) Overview
 - a) DHS is interested in proposals that provide well-organized, comprehensive and technically sound business solutions. Vague explanations will undermine your firm's credibility and will result in reduced proposal scores.
 - b) The workplan must include an in-depth discussion and description of the methods, approaches and step-by-step actions that will be carried out to fulfill all Scope of Work requirements.

If the nature of a task or function hinders specific delineation of in-depth methods and procedures (e.g., a task is dependent upon a future action or multiple approaches may be used), explain the probable methods, approaches or procedures that you will use to accomplish the task or function.
 - c) If, for any reason, the workplan does not wholly address each Scope of Work (SOW) requirement, fully explain each omission.
 - 2) Rejection of Tasks, Activities or Functions

If full funding does not become available, is reduced, or DHS determines that it does not need all of the services described in this RFP, DHS reserves the right to offer an amended contract for reduced services and deliverables.

¹ Word replacement would substitute XYZ Corp., John Smith or similar words into the original report by way of a word processing word replacement program. Obliteration is a complete mark-through of the word. (e.g. XXXXXXXXXX) **You must be certain the mark through can not be read through.**

3) Workplan Content

- a) Briefly explain or describe the overall approach and/or methods that you will use to accomplish the Scope of Work.
- b) The Department is requesting that the Contractor be prepared to provide services in six (6) general categories. For each of the six (6) categories of service, you should provide a narrative addressing the information requested in each of the items in 3 a through 3 d iv below. Clearly title the beginning of the answers to each general category with the general category of service title identified below. Be sure your response provides adequate information to addresses each of the of the requirements of 3, a though 3, d, iv, (Pages 20 and 21) even if your response is identical to a response given elsewhere in your proposal. Please include in your answers detailed plans for addressing all activities in the Scope of Work, as well as any other information you believe will demonstrate your ability to provided the best solution or service in this area.

The six (6) general categories of service are:

- i. Auditing and Reporting of EAS (EAS) Performance Measures
 - ii. Evaluation of Quality Improvement Projects (QIPs)
 - iii. Reports Defining Superior Performance
 - iv. Performance Evaluations
 - v. Consumer Satisfaction Survey
 - vi. Annual Quality Improvement Conference
- c) Explain why you chose the particular approaches and/or methods that are proposed to accomplish the requirements of the SOW for this particular general category of service? (e.g. proven success or past effectiveness, etc.). Include an explanation of the benefit of these approaches and/or methods over other methods or approaches considered.
 - d) If applicable, explain what is unique, creative, or innovative about your proposed approaches and/or methods for meeting the needs of this general category of service?
 - e) Identify any complications or delays you envision may occur in providing this service. Describe those complications or delays and include a strategy or strategies for overcoming those problems.
 - f) Provide a workplan that identifies the specific tasks/activities, functions and steps that you will perform in the order you believe they will occur. Include the following in-depth information for each task/activity or function in the workplan:
 - i. Identify any milestones which you will meet to support your position that the timely production of the deliverables is occurring;

- ii. The individual who will have primary responsibility for the general category of service being described and what qualifies this person(s) to over see this aspect of the project;
- iii. Within any of the general category of service, identify the individual who will have primary responsibility for performing any major task/activity or function; Describe what qualifies this person(s) to oversee this aspect of the project.
- iv. A performance timeline and a detailed description of the step-by-step actions, methods, and approaches that will be used to fulfill each general category of work. Please feel free to expand the number of timelines provided to explain any sub-category of work within a general category of work requested. The timeline should address all issues within the Scope of Work. (E.g. All SOW goals, objectives, functions, tasks, activities, deliverables, and project milestones).

In addition to start and end dates, you may use other terms such as “start-up”, “on-going”, “continuous”, etc. to describe the performance timeline. In doing so, you must define the meaning of each unique term that you use.

- e) Please describe your understanding of your commitment to participate in meetings with the Department, managed care plans or other interested parties. Within your discussion identify the party(s) you will commit to participate in each of the described meetings or committees and reasons for this selection. If your staff member to be assigned to these meets has not been established yet, at a minimum, identify the level of staff, key staff or consultant. (Please remember that participation is considered a requirement of the RFP and that no direct compensation shall be paid to any participant or attendee at any required meeting.)
- f) The Scope of Work requires that the Proposer be prepared to provide expertise for Special Consultative Services. DHS has identified seven (7) areas where specific qualifications or expertise may be required. Please describe how the qualifications of each team member provided for Special Consultative Services best meets the needs of the Department with respect to Special Consultative Services. Please include resumes, discussions of recent or current works, list of professional awards or honors received.

f. Management Plan Section

- 1) Describe how you will effectively coordinate, manage and monitor the efforts of the assigned staff, including subcontractors and/or consultants, if any, to ensure that all tasks, activities and functions are completed effectively and in a timely manner.
- 2) Describe the accounting processes which will be used by your firm in the preparation, tracking and billing of the Department for completed services. Please be sure that at a minimum your narrative addresses the steps that insure accuracy, appropriateness of the billing and steps to insure the timely billing of invoices.

- 3) Include an organization chart. Instructions are explained in the Appendix section. **Place the organization chart in the Appendix section of your proposal.**
- 4) Include financial statements requested under the directions in Appendix 4. Instructions are explained in the Appendix section. **Place the financial statement in the Appendix section of your proposal.**

g. Project Personnel Section

- 1) In this section, describe your proposed staffing plan. In the staffing plan, include at a minimum:

The title and position of all Key Personnel who will work on this contract . Please note that DHS reserves the right to approve or disapprove of changes in Key Personnel that occur after DHS awards the contract. (Do not report employees who will **only provide** Special Consultative Services in this section. Report those employees under the requirements of Special Consultative Services, as directed.)

- a) The staff positions required for this RFP. Also indicate the number and full time equivalent people that are projected to staff each position.
 - b) Include a job description or duty statement for each position title or classification that will perform work under this contract. The job descriptions must indicate the typical tasks and responsibilities that you will assign to the position, as well as the desired or required education and experience. **Place all job descriptions or duty statements at the end of the Project Personnel section.**
 - c) Identify by name and/or position title, each key staff person that will have primary responsibility for managing, directing, overseeing and/or coordinating the project, including the assigned staff, subcontractors and/or independent consultants. Clearly indicate who will maintain effective communications with DHS (i.e., Project or Program Manager, Project or Program Director, Contract Manager, etc.).
 - i. Briefly, describe each person's expertise, capabilities and credentials.
 - ii. Emphasize any relevant past experience in directing, overseeing, coordinating or managing other government projects.
 - d) Include a resume for each key staff person (professional, managerial or supervisory) that will exercise a major administrative, policy, or consulting role in carrying out the project work. **Place staff resumes in the Appendix section.** To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, marital status, sex, birth date, age, etc.
- 2) Briefly describe the administrative policies or procedures the firm uses to recruit and select well-qualified, competent, and experienced in-house staff, subcontractors and/or independent consultants.

- a) If employee recruitment/selection policies or procedures are present in an operations manual, you may cite excerpts from such manuals. Do not simply indicate that such policies exist and do not attach copies of any policies or manuals to your proposal. If deemed necessary, DHS may request copies of your existing manuals or policies.
 - 3) Briefly, describe the processes or procedures that you will use to ensure that vacancies are filled expeditiously and that services are continued despite the presence of vacancies.
- h. Special Consultative Services Employees

The Department has identified seven (7) professional classifications of expertise that may be needed for Special Consultative Services. These services would be engaged on an hourly basis upon agreement between the Contractor and the Department.

The seven (7) classifications are:

Biostatistician
Business Analyst
Information Technology Analyst
Physician Consultant
Epidemiologist
Nurse Consultant
Actuary

- 1) For each of the listed classifications noted above, please provide either of the following.

A resume for any special consultant(s) you would make available. Clearly indicate the position the consultant would fill. Identify the consultant and indicate that a resume has been placed in the appendix section of the proposal. The resume should provide at a minimum the information requested in K, 3, h, 1, i through K, 3, h, 1, v of this RFP (page 23 & 24). To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, marital status, sex, birth date, age, etc.

For any identified consultant for which a resume is not available or provided, please provided the information below in h, 1, i through h, 1, v below. Clearly title each position being described. Provide all the information requested about the individual being described before continuing to the next individual or specialty. If the Proposer intends to subcontract any or all of the specialty personnel, then the subcontractor should provide the information requested for any personnel they would supply. Please indicate that the proposed consultant or Subcontractor information has been placed in the appendix section of the proposal.

- i. Name of the qualified personnel intending to consult in this area.

- ii. Credentials, certifications, professional licenses held. Please include the name and State of any Accrediting Board along with the license or certification number for any credential, certifications and professional licenses reported as qualifying the personnel for the position.
 - iii. Educational background; colleges attended, degrees, advanced training or other advanced educational training.
 - iv. Employment history as it relates to their specialty qualifications.
 - v. Any other information supporting the qualifications of the offered employee.
- i. Facilities and Resources Section

Describe the following as it relates to your capacity to perform the Scope of Work:

- 1) Current office facilities at your disposal that will be utilized in the execution of this contract. Please include in your description the square footage, number of staff intended for use in this project to be housed at each identified location and the physical location or address of each location. Please indicate where the majority of the work will be performed.
- 2) Please clearly indicate if any of the work is to be performed outside of the jurisdiction of the United States.
- 3) Current support services and office equipment capabilities immediately available and/or accessible for use in carrying out the proposed Scope of Work. Include, at a minimum:
 - a) A description of the range and/or type of support services available and number of staff;
 - b) Teleconferencing or telecommunications capabilities;
 - c) Computer hardware and system capabilities (i.e., number, type, size, age, capacity and speed of personal computers or work stations and servers; Local Area Network capabilities, Wide Area Network capabilities; data transfer capabilities (disk or tape), data storage capacity, video/graphics capabilities, etc.);
 - d) Software applications in use (word processing applications, spread sheet applications, data base applications, unique or other specialized software applications, etc.);

At a minimum, Proposers shall have or make arrangements to acquire Microsoft Word and Excel, (1998 or a newer version) to ensure adequate performance of the Scope of Work and compatibility with the Medi-Cal Managed Care Division.

 - e) Other support functions or capabilities that can be accessed and/or utilized.

L. Cost Section

1. Basic Content

The Cost section will consist of the following documents:

- a. Cost Matrix (Attachment 10-1, 10-2, 10-3, 10-4, 10-5 10-6, 10-7 and 10-8).
- b. Core Deliverables form (Attachment 11-1)
- c. Schedule for Enhanced Deliverables(Attachment 11-1)
(This is an information chart only.)

2. General Instructions

- a. All cost forms (Core Deliverables and Cost Matrix forms, including the Hourly Rate for Consultative Services) must be typewritten. Errors, if any, should be crossed out and corrections should be printed in ink or typewritten adjacent to the error. The person who signs the Cost Proposal should initial all corrections, preferably in blue ink.
- b. When complete, a price should have been offered for each item within the Cost Matrix and Core Deliverables (Attachments 10 and 11). Bids from the Cost Matrix must be used to develop the Core Deliverables. The Core Deliverables form should provide a bid price for each element of the Core Deliverable at a per unit price. An extended price for each element of the Core Deliverable should be calculated and reported. A total of extended prices each year, which is the bid price for the Core Deliverables of that year, should be reported. A total for the five years of the Core Deliverable bids should be reported.

Contractors that fail to fully complete the Core Deliverables or Cost Matrix forms will be deemed non-responsive.

When completing the cost forms, include all estimated costs to perform the services for the entire term of the contract, including applicable annual rate adjustments attributable to merit increases, profit margins, and inflation or cost of living adjustments.

3. General Description of the Cost Section

Proposer shall submit a cost proposal that provides the price to be paid for the completion of the activities requested in this RFP. The completion of these activities shall be evidenced by the delivery of fixed deliverable products, reports or services and acceptance by the Department as complete.

The Scope of Work defines a number of activities to be undertaken by the Contractor to allow for the production of certain reports and activities. The defined activities of this RFP can be viewed as (6) general activities. Within these general activities are identified detailed reports or services to be provided by the Contractor. Upon review and approval of a report or acceptance of evidence demonstrating completion of an activity, the Contractor shall be deemed to have provided the deliverable.

The six (6) general activities are:

Auditing and Reporting of EAS (EAS) Performance Measures
Reports of Consumer Satisfaction Survey
Reports Defining Superior Performance
Quality Improvement Projects (QIPs) Reports
Evaluation Reports
Annual Quality Improvement Conference

The Contractor shall also provide a proposed hourly rate to be charged for the services of seven (7) professional classifications of expertise or consultants. The use of these professional consultants is at the sole discretion of the Department. Should the Department desire to engage the services of any of the professional consultants, the Contractor and the State shall agree in writing on the terms of any engagement before any consulting professional begins work.

- a. A Cost Matrix has been placed in Attachments 10-1, 10-2, 10-3, 10-4, 10-5, 10-6, 10-7 and 10-8. Attachments 10-1 to 10-7 are to be used to establishing the price of Core Deliverables and the Enhanced Deliverables. Attachment 10-8 of the Cost Matrix is designed to establish an hourly rate the Department would pay for the use of the Contractor's expertise or consultant personnel. The Cost Matrix is a visual representation of the reports or services the Contractor shall or may be required to provide. More importantly, the Cost Matrix is the Contractor's bid price at which the Contractor will provide the described report or service. The price bid is to represent all cost, expenses and profit associated with the production of the report or service and will be incorporated into the contract. An offer for each deliverable shown in the matrix must be bid.

Warning: Any Contractor who fails to bid on any deliverable shown in the Cost Matrix will be deemed to be non-compliant and removed from bid consideration, as non responsive.

- b. Varying reports are required of each general activity, as defined below. Carefully read each general activity below, the narrative explaining how the reports or activities are to be priced and other information that may be useful in reporting an appropriate bid. Each section will identify what report or activity you are bidding on and the pricing unit your bid amount represents. Please note that when reporting multiple years, if your bid price does not change from year to year, you **must still report a numeric dollar value in each year or space** representing your bid for that year.

4. Bids Required for the Cost Matrix

- a. Auditing & Reporting of External Accountability Set Performance Measures, Attachment 10-1

- 1) Preliminary Report of the External Accountability Set (EAS) Compliance Audits

The Department has determined that the Contractor will be asked to produce one of

two different volumes of work for the Preliminary Report of the EAS Compliance Audits. Contractors must provide two bids for each year, one for each of the two different volumes of service that may be requested. Each year, one of the two levels of service will be adopted as the level of service required by the Department that year. The level of required service is at the sole discretion of the Department.

Under the first level of service, the Contractor will be required to make a preliminary report on EAS compliance audits on all managed care plans at the County level of analysis. This option will be used in the calculation of Core Deliverables of your proposal. Currently this level of service would require 22 separate reports with 43 (forty-three) county level analyses to be provided. The cost proposal for this deliverable should be bid at a single price rate per report for each of the years required, adjusted annually.

The second possibility is that the Contractor will be required to make a preliminary report on EAS compliance audits on all managed care plans at the County level of analyses and subcontractor plan level of analyses. Currently, this level of service would require 22 separate reports with 43 (forty-three) county level analyses and seven (7) subcontractor plan level analyses to be provided. The cost proposal for this deliverable should be bid at a single price rate per report for each of the years required, adjusted annually.

2) Final Report of the EAS Compliance Audit Results

Following the conclusion of the EAS compliance audit preliminary report, the Contractor shall be required to prepare a final report for each health plan, as prescribed in the RFP. Both the preliminary and final EAS compliance audit report will be developed from the same audit materials. The preliminary and final audit report shall be reported at the same level. As in the requirements of a preliminary report on EAS compliance audits, the Proposer must provide two bids for each year of the final EAS compliance audit reports, one for each of the two different option levels of analyses. The analysis of 22 separate managed care plans with 43 (forty-three) county level analyses is the option that will be used in the Core Deliverables evaluation of your proposal, discussed below.

Currently under one option, a final report of the EAS Compliance Audit results would result from the analysis of 22 separate managed care plans with 43 (forty-three) county level analyses to be provided. Under the second option, the EAS Compliance Audit results would result from the analysis of 22 separate managed care plans reports with 43 (forty-three) county level analyses and seven (7) subcontractor plan level analysis to be provided. The cost proposal for this deliverable should be bid at a single price rate per report for each of the years required, adjusted annually. The analysis of 22 separate managed care plans with 43 (forty-three) county level analyses is the option that will be used in the Core Deliverables evaluation of your proposal, discussed below.

3) Aggregate Reports of the EAS Compliance Audit Results

Two aggregate reports are annually required each year for the EAS Compliance Audit

section of the RFP.

The SOW requires that the Contractor prepare an Aggregate HEDIS Performance Measures Report. This is a single report required each year of the contract. The report should be prepared in accordance with the requirements of the RFP. The cost proposal for this deliverable should be bid as a single price for a single report for each of the years required, adjusted annually.

The SOW requires that the Contractor prepare an Aggregate Department Developed Performance Measures Report. This is a single report required each year of the contract. The report should be prepared in accordance with the requirements of the SOW. The cost proposal for this deliverable should be bid as a single price for a single report for each of the years required, adjusted annually.

The reports used in the calculations of the Core Deliverables shall be based on Plan Specific Reports at the County Level of Analysis for each year bid. Plan Specific Reports at the County and Subcontractor Plan Level of Analysis shall be evaluated as Enhanced Deliverables. Aggregate HEDIS Reports and Aggregate Department-Developed Performance Measures Reports shall be evaluated as Core Deliverables each year bid.

b. Reports Defining Superior Performance
Attachment 10-2

- 1) A bid for a single interim report for Defining Superior Performance is required in year one only. For purposes of calculating the Core Deliverables evaluation this bid shall be used as reported.
- 2) A bid for a single final report for Defining Superior Performance is required in year one only. For purposes of calculating the Core Deliverables evaluation this bid shall be used as reported.

c. Quality Improvement Projects (QIPs) Reports
Attachment 10-3

- 1) A bid on a single report on the Evaluation Criteria of QIPs is required in year one only.
- 2) Bids on a single report for the Baseline Measurement of the Statewide Collaborative QIP are required in year one (1), year three (3) and second year' extension.
- 3) Bids on a single report for the Status Report on the Statewide Collaborative QIP is required in year two (2), and the first year' extension.
- 4) Bids on a single report for the Remeasurement of the Statewide Collaborative QIP is required in year two (2), and the first year' extension.

- 5) The Contractor must provide quarterly reports on all QIPs under development. This will include analysis of all plan specific QIPs and small group QIPs. The cost proposal for this deliverable should be bid at a single price rate per quarterly report for each of the years required, adjusted annually.
 - 6) All required bids of the QIPs reports will be used in the calculation of the Core Deliverables evaluation, as the reported for each of the years.
- d. Performance Evaluations
Attachment 10-4
- 1) Plan-Specific Performance Evaluation Report
- An annual Plan-Specific Performance Evaluations Report shall be required, for each managed care plan. The cost proposal for this deliverable should be bid at a single price rate per report for each of the years required, adjusted annually.
- 2) Medi-Cal Managed Care Performance Evaluation Report
- A bid for a single final Medi-Cal Managed Care Performance Evaluation Report is required in all years of the contract. The bid should be based on the requirement to produce a single report for each of the years required at a single price per report, adjusted annually.
- a) For purposes of calculating the Core Deliverables evaluation, these bids shall be used as the reported rate per report for each of the years, as required.
- e. Reports of Consumer Satisfaction Survey,
Attachment 10-5

- 1) Plan-Specific Reports of Consumer Satisfaction Survey Results

The Contractor may be required to conduct a consumer satisfaction survey of service provided by all managed care plans in the first, and third year and/or the first and second extension years of the contract. Currently, this would require the Contractor to prepare twenty-two (22) plan specific reports with analysis at the contract level each year required. Currently the twenty-two (22) contracting plans represent thirty (30) contracts based upon plan model type. The Department will require that the survey be conducted as either a CAHPS 2.0 H survey or as a CAHPS Revised 2.0 H survey. The selection of either CAHPS 2.0 H survey or a CAHPS Revised 2.0 H survey is at the sole discretion of the Department. During the first year of the contract, the survey, if required, must be conducted in both English and Spanish. During the third year of the contract, the survey, if required, may be conducted in English and Spanish or may be conducted in five languages: English, Spanish, Chinese, Korean and Vietnamese.

The cost proposal for plan-specific reports of Consumer Satisfaction Survey Results in the first year must report two bid prices: one price for using the CAHPS 2.0 H and one price for using the CAHPS Revised 2.0 H. Both cost proposals should be bid at a

single price rate per report.

In the third year and the fifth year, the Department may again select either CAHPS 2.0 H survey or a CAHPS Revised 2.0 H survey. Additionally, the Department may elect to conduct the survey in either two languages or in five languages. This results in four permutations or options to be available to the Department in the future years. The Contractor must report four bid prices: CAHPS 2.0 H survey (two languages); CAHPS Revised 2.0 H Survey (two languages); CAHPS 2.0 H survey (five languages); or CAHPS Revised 2.0 H survey (five languages). The selection of either the CAHPS 2.0 H Survey or the CAHPS Revised 2.0 H survey and the selection of either two languages or five languages is at the sole discretion of the Department. Each of the four cost proposals should be bid at a single price rate per report.

All bids for the Plan Specific Consumer Satisfaction Survey shall be evaluated as Enhanced Deliverables.

2) Summary Report of Consumer Satisfaction Survey Results

A Summary Report of Consumer Satisfaction Survey Results will be required for each year in which plan specific reports are produced.

Two bids are required for contract year one with four bids required in each of the remaining years bid. Each bid is for a single price for a single report.

All bids for the Summary Report of Consumer Satisfaction Survey shall be evaluated as an Enhanced Deliverable.

f. Annual Quality Improvement Conference Attachment 10-6

A bid to conduct an Annual Quality Improvement Conference is required for years two (2), three (3), and the first and second year of the contract extension. These bids should include all cost associated with successful presentation of the conference, as required in the SOW. The bid should be the price to produce a single Annual Quality Improvement Conference priced separately for each of the four years.

For purposes of the Core Deliverables evaluation, the evaluation shall use the bid price of each conference bid.

g. Hourly Rate for Special Consultative Services Attachment 10-8

The use of the Contractor's specialists will be at the request of the Department. The bid should be priced on an hourly basis, per specialist. A separate bid is required each of the five years.

All bids for the Special Consultative Services shall be evaluated as Enhanced Deliverable.

h. Cost Proposal Form

The Cost Proposal Form services two (2) functions. First, it informs DHS that the proposer is claiming preference as a certified California small business or microbusiness. Second the form formally binds the proposer to the proposal and all statements, bids and duties reported claimed or asserted with in the proposal or by the RFP.

i. Core Deliverables Attachment 11-1

The Core Deliverables is an evaluation tool with two designed functions. First, the Core Deliverables is a formula using the bids of the Contractor to insure that at the present level of health plan participation the bid prices for the minimum set of deliverables do not exceed the funding available for this RFP. Second, the Core Deliverables will be used to evaluate a Bidder's proposal against other Proposers to determine the best value offered.

The Department knows that a maximum of \$2.3 million each year is likely to be available for funding during the first three years of the contract. In examining the needs of the Department and the Department's budgetary constraints, the Department identified those reports and activities that must be provided, establishing a set of Core Deliverables. The Department believes these to be the minimum set of deliverables that would meet the minimum level of functional value to the program, hence "Core Deliverables".

To assess this minimum level of functional value, the Proposer is required to complete Attachment 11-1. The dollar amounts reported in each year on Attachment 11-1 must correspond exactly to the year and bid amount reported in Attachment 10-1 though Attachment 10-6 and Attachment 10-8 for the same reported service/bid item. Attachment 11-1 will total all cost for each year individually. The total of each year's Core Deliverables for the first three fiscal years of the contract shall be compared to the \$2.3 million dollar maximum funds available during the first three fiscal years of the contract. **Any proposal, which contains a total Core Deliverables greater than 2.3 million dollars during the first three fiscal years of the contract, shall be deemed non-responsive and eliminated from consideration.**

The Core Deliverables are determined by defining the required actives for each year and then pricing the activity. Because all Contractors are required to provide these Core Deliverables and the Core Deliverables is a base measurement of the Proposer' cost proposal, the Department has chosen this as one of the cost proposal measurements. The Department will use the current number of managed care plans and counties of operation in calculating the Core Deliverables. All assumptions or estimates will be noted.

The Core Deliverables is for evaluation purposes only. No inference should be drawn from the use of the Core Deliverables that the selected deliverables are more or less likely to be the level of work ultimately required of the Contractor.

The Department will use the following assumptions to evaluate the Core Deliverables:

- There are twenty-two (22) contracted managed care plans. Accounting for plans with multiple contracts, there are 30 contract-level service organizations.
- The plans are operating in twenty-two (22) distinct counties. Accounting for plans operating in multiple counties, there are forty-three (43) County-level areas of operations.
- The EAS compliance audits will use the County level bid prices and not the County and subcontractor level bid prices.

The Contractor's Core Deliverables total for each of the first three (3) years of the contract shall not exceed the maximum amount available for each budgeted year under this RFP. The maximum amount available under this RFP is:

Contract Year 1 Jan. 1, 2003 to Sept. 30, 2003
Two million three hundred thousand dollars (\$2,300,000)

Contract Year 2 Oct. 1, 2003 to Sept. 30, 2004
Two million three hundred thousand dollars (\$2,300,000)

Contract Year 3 Oct. 1, 2004 to Sept. 30, 2005
Two million three hundred thousand dollars (\$2,300,000)

M. Escrow Bid Documents

1. Scope

- a. The Contractor identified in the Notice of Intent to Award shall submit, within three (3) days after the posting of the Notice of Intent to Award, one (1) copy of all documentary information developed by the Contractor in preparation of bid prices for this procurement. This material is hereinafter referred to as "Escrow Bid Documents." The Escrow Bid Documents of the apparent successful bidder will be held in escrow for the duration of the contract. All other Contractors not identified in the Notice of Intent to Award shall be prepared to submit Escrow Bid Documents upon request of the State, in the event the contract is not awarded to the Contractor identified in the Notice of Intent to Award. Escrow Bid Documents will be used to assist in the negotiation for the settlement of claims, in the resolution of disputes, and in Change Order pricing. They will not be used for pre-award evaluation of the bidder's anticipated method of operations or to assess the Contractor's qualifications for performing the work.
- b. The successful bidder agrees, as a condition of award of the contract, that the Escrow Bid Documents constitute all of the information used in preparation of the bid, and that no other bid preparation information will be considered in resolving claims. Nothing in the Escrow Bid Documents shall change or modify the terms or conditions of the contract.
- c. If the bidder's proposal is based on subcontracting any part of the work, each subcontractor, whose total subcontract price exceeds the lesser of five percent (5%) of the total contract price proposed by the bidder, or two hundred thousand dollars (\$200,000),

shall provide separate Escrow Bid Documents to be submitted with those of the bidder. These submittals will be examined in the same manner and at the same time as the examination of the submittals for the apparent successful bidder.

2. Ownership and Confidentiality

- a. The Escrow Bid Documents are, and will always remain, the property of the bidder, subject only to joint review by the State and the Contractor.
- b. The State stipulates and expressly acknowledges that the Escrow Bid Documents constitute trade secrets, and are proprietary and confidential.
- c. The State agrees to safeguard the Escrow Bid Documents, and all information contained therein, against disclosure to the fullest extent permitted by law.

3. Format and Contents

- a. Bidders may submit Escrow Bid Documents in their usual cost-estimating format. Escrow Bid Documents shall be adequate to enable complete understanding and proper interpretation for their intended use. Escrow Bid Documents shall clearly itemize the estimated costs of performing the work, for each level of work specified in the RFP (e.g., the generation of all required reports, estimates used to calculate the hourly rate for Consultative Services, etc.). Items shall be separated into sub-items as required to present a complete and detailed cost estimate and allow a detailed cost review. The Escrow Bid Documents shall include all labor costs, equipment costs, copies of quotations from subcontractors and suppliers, and memoranda, narratives, consultant's reports, add/deduct sheets, and all other information used by the bidder to arrive at the prices contained in the price proposal. Estimated costs shall be broken down into the bidder's usual estimate categories such as direct labor, equipment, equipment operations, expendable materials, and subcontract costs as appropriate. Plant and equipment and indirect costs shall be detailed in the bidder's usual format. The bidder's allocation of plant and equipment, indirect cost contingencies, markup and other items shall be included.

4. Required Cost Justification/Documentation

- a. DHS is requiring a narrative of facts and information to be included in the Escrow Documentation as required cost justification. While these issues may be explained in the normal course of preparing the Escrow Statement, DHS wishes to be assured that these points are discussed and explained, if applicable. In addition to any other information you have already supplied, the narratives are to explain the general structure, business practices and assumptions made in preparing the cost proposal, as applicable. Include or identify as provided any source documentation required to support the narrative.

The following narrative information must be provided as part of the Escrow Document:

- 1) Discuss the methods used to determine that an appropriate rate of compensation has been used in constructing the bid proposal.
- 2) Discuss the methods used to determine that the appropriate number of staff, at the appropriate level of job skills, have been established and used in building the cost proposal.
- 3) Discuss the infrastructure of the Contractor's firm and/or business arrangements, which can support a project of this size.
 - a) Address the Contractor's facilities to be used, their location(s) and their ability to meet the requirements in the contract.
 - b) If there are needs for additional facilities, how are the needs budgeted and how do they effect your cost proposal.
 - c) Discuss the location of your staff and the effect their location will have on the cost of travel as it effects your cost proposal. Clearly indicate if your budget would include travel expenses greater than \$50,000?
 - i. If projected travel expenses are greater that \$50,000, explain what steps Contractor's firm took to limit the impact of travel on your cost proposal.
 - d) Equipment
 - i. Are equipment purchases of \$100,000 or greater budgeted for any one (1) year?
 - ii. If yes, please detail the type of equipment to be purchased.
 - iii. Please detail the financial impact this purchase(s) will have on the cash flow of the firm. Include a discussion of any effect that financing the purchase(s) would have on the firm, if required or if likely to be required.
 - e) Indirect Cost
 - i. Are fees, expenses, overhead or other payments totaling more than twenty-five percent (25%) of the Contractor's cost paid to a parent company or subsidiary company?
 - ii. If yes, please provide the details of the services receive for these payments.
 - iii. Has the cost of any employee identified as part of your indirect expenses been budgeted at \$100,000 or more for this contract?
 - iv. If yes, provide a detail explanation of the service to be provided and why this cost is attached to this proposal.

- f) Subcontractor/Independent Consultant Use and Fees/Rates and Costs.
 - i. Discuss the necessity of using each subcontractor and/or independent consultant. Explain what contributions their services and expertise will add to this project.
 - ii. For **unknown/unidentified** subcontractors (including consultants), explain how the Contractor determined the amount(s) to budget for each proposed subcontracted activity or function.

5. Submittal

- a) The Escrow Bid Documents shall be submitted by the apparent successful bidder in a sealed container. The container shall be clearly marked on the outside with the Contractor's name, date of submittal, procurement identification, and the words "Escrow Bid Documents."
- b) The Escrow Bid Documents shall be accompanied with an index to inventory the contents of the submittal, and the Bid Documentation Certification (Exhibit E-1) signed by an individual authorized by the Contractor to execute the price proposal.
- c) Prior to award, only the index to the Escrow Bid Documents of the apparent successful bidder will be examined by the representatives of the Department. This examination is to ensure that the index is detailed and complete, and conforms to the format and content requirements set forth herein. If all the required documentation has not been indexed in the original submittal, a revised index shall be submitted at the State's discretion, prior to award of the contract.
- d) If the contract is not awarded to the apparent successful bidder, the next bidder to be considered for award shall, upon request of the Department, submit Escrow Bid Documents for processing. Timely submission of complete Escrow Bid Documents is an essential element of the bidder's responsiveness. Failure to provide the necessary Escrow Bid Documents may be sufficient cause for the State to reject the bid.

6. Storage

The Escrow Bid Documents shall be placed in escrow for the life of the contract, in an institution acceptable to both the State and the Contractor. The cost of storage will be paid by the Department.

7. Examination after Award of the Contract

- a. The Escrow Bid Documents shall be examined by both the State and the Contractor, at any time deemed necessary by either the State or the Contractor, to assist in the negotiation for the settlement of claims, in the resolution of disputes, and in Change Order pricing. Examination of the Escrow Bid Documents is subject to the following conditions:

- 1) As trade secrets, the Escrow Bid Documents are proprietary and confidential.
- 2) The Contracting Officer and the Contractor shall each designate, in writing to the other party and within a minimum of five days prior to examination, representatives who are authorized to examine the Escrow Bid Documents. No other person shall have access to the Escrow Bid Documents.
- 3) Access to the Escrow Bid Documents will take place only in the presence of duly designed representatives of both the Contracting Officer and the Contractor.

8. Final Disposition

- a. The Escrow Bid Documents shall be returned to the Contractor at such time as the contract has been completed and final settlement has been made.

N. Appendix section

Place the following documentation in the Appendix section of your proposal in the order shown below.

1. Proof of Corporate Status

If the Proposer is a Corporation, submit a copy of your firm's most current Certificate of Status issued by State of California, Office of the Secretary of State. Submit an explanation if you cannot submit this documentation. Unless otherwise specified, do not submit copies of your firm's Bylaws or Articles of Incorporation.

2. An Organization Chart

The organizational chart must show the lines of authority and reporting relationships within your organization including the relationship between management and subcontractors and/or independent consultants, if any.

3. Financial Statements

Submit copies of your financial statements for the past two years or most recent twenty-four (24) month period. The statements should include:

- a. Annual and Quarterly Income Statement(s),
- b. Annual Balance Sheets
- c. A Statement of Cash Flow or Uses of Cash Statement, if available

You are not required to have audited financials to submit a proposal. However, if you have had audited statements prepared for you at anytime during your the last two (2) full fiscal years, you must submit those audited financials as part of your financial statement package. You must also include a copy of the opinion statement provided by the auditing

firm. If you supply audited financial statements, all noted audit exceptions must be explained in detail.

If any audit/accounting firm(s) engaged by your firm has withdrawn or been removed by you from any audit engagement in the past five (5) years, please explain in detail:

- 1) The auditing firm's reason for their withdrawal and /or
 - 2) Your reasons for removal of the audit firm from the engagement.
 - 3) If you have you have changed accounting firms at anytime in the last five years, please provide a narrative of the reason for each change.
- d. DHS will accept unaudited financial statements prepared by your financial accounting Department, accounting firm or an auditing firm. The financial statements must represent the two (2) most recent full annual reporting periods. Each annual report must include an Income Statement and a Balance Sheet for each year provided. A Statement of Cash Flow or Uses of Cash Statement should be provided if available. If either Statement of Cash Flow or Uses of Cash Statement is provided, a narrative explaining the flow of cash within the firm during this time must be provided.
- e. **Accompanying all financial statements**, your proposal must include a statement, signed by your Chief Financial Officer, certifying that the financial statements are accurate, complete with no material errors or omissions, and representative of the financial position of the Proposer.
- f. If any material change in the financial position of your firm occurs between the creation of the financial statements but before the submission of this proposal those changes must be identified and explained in detail.

4. Staff Resumes

Resume specifications appear in the Project Personnel section. To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, marital status, sex, birth date, age, etc.

5. Sample Report/Writing

A sample of report or example of written materials produced by your firm is required as explained in K, 4, d, Content Requirements, Agency Capability.

6. Subcontractor/Consultant Resumes

Submit a resume for each pre-identified subcontractor supplied individual or independent consultant. To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, marital status, sex, birth date, age, etc.

7. Subcontractor/Consultant Letters of Agreement

For each pre-identified subcontractor and independent consultant that will be used to perform services under the resulting contract, submit a letter of agreement to work on this project.

A letter of agreement must be signed by an official representative of each subcontracted firm or independent consultant, indicating his or her acknowledgement of being named as a subcontractor or consultant, their availability to work on this project and acknowledgement that they have read or been made aware of the proposed contract terms, conditions and exhibits. Include an explanation if you cannot obtain a letter of agreement from each pre-identified subcontractor and consultant and indicate when a letter of agreement will be forthcoming.

8. Conflict of Interest Compliance Certificate

- a. Any firm that intends to submit a proposal is required to submit **Attachment 13** certifying the proposing firm has no conflict of interest as defined by Attachment 13.
- b. This prohibition is intended to protect the Department from any act of collusion or undue influence which would prevent DHS from obtaining an unbiased view of the managed care plans or the quality of service provided by the managed care plans.
- c. Proposers must assess their own situation according to the Conflict of Interest Compliance Certification information in **Attachment 13**. Complete, sign and attach any required documentation according to the instructions on the attachment. **Please place Attachment 13 and any accompanying documentation in the Appendix Section of your proposal.**
- d. If a conflict of interest is determined to exist that cannot be resolved to the satisfaction of DHS, before the award of the contract, the conflict will be grounds for deeming a proposer non-responsive.

9. Insurance

Place all documents relating to proof of insurance requirements as described in “Qualification Requirements”, J, 8.

O. Forms Section

Complete, sign and include the forms/attachments listed below. When completing the attachments, follow the instructions in this section and any instructions appearing on the attachment. After completing and signing the applicable attachments, assemble them in the order shown below.

Attachment and/or Documentation	Instructions
1- Proposal Cover Page	Completely the form, including the signature of Bidder or Authorized Representative
2 – Required Attachment / Certification Checklist	<p>Check each item with “Yes” or “N/A”, as applicable, and sign the form. If necessary, explain your responses</p> <p>If a Proposer marks “Yes” or “N/A” and makes any notation on the checklist and/or attaches an explanation to the checklist to clarify their choice, DHS considers this a “qualified response”. Any “qualified response”, determined by DHS to be unsatisfactory or insufficient to meet a requirement, may cause a proposal to be deemed non-responsive.</p>
3 – Proposer Information Sheet	Completion of the form is self-explanatory.
4 – Proposer References	Identify three (3) clients you have serviced within the past five years that can confirm their satisfaction with your services and confirm if your firm provided timely and effective services or deliverables. If possible, identify clients whose needs were similar in scope and nature to the services sought in this RFP. List the most recent first.
5 – RFP Clause Certification	Complete and sign this form indicating your willingness and ability to comply with the contract certification clauses appearing in the RFP section entitled, “Bid Requirements and Information,” subsection “Bidding Certification Clauses”.
6 – CCC 201 – Certification	Complete and sign this form indicating your willingness and ability to comply with the Contractor Certification Clauses appearing in this Attachment.
7 – Payee Data Record	Complete and return this form, <u>only</u> if you have not previously entered into a contract with DHS. If uncertain, complete and return the form.
8a – Actual DVBE Participation and applicable DVBE certification(s) and/or 8b – Good Faith Effort with required documentation.	Read and carefully follow the completion instructions in Attachment 8. Attach the documentation that is required for the form(s) you choose to submit. One and/or both of these two forms may be required.
Cost Matrix forms Attachments 10-1 to 10-7	Cost Matrix forms is your reported bid amount for the deliverables or services to be provided b the proposer

Attachment and/or Documentation	Instructions
Cost Proposal Form Attachment 10-8	Cost Proposal Form requires a signature that binds the proposer to the services to be provide for the amounts reported in Attachments 10-1 to 10-7
Core Deliverables Attachments 11-1.1 to 11-1.6	Complete and return this form reporting your calculated bid amount for Core Deliverables and the total amount reported for five years
Conflict of Interest Statement Attachments13	Complete and return this form with any appropriate attachments and signiatures

P. Proposal Submission

1. General Instructions

- a. Assemble an original, five (5) copies and the CD-R version of your proposal together. Place the proposal set marked “Original” on top, followed by the five (5) extra copies and then the CD-R copy.
- b. Please label the CD-R and Storage Shelve/Jewel Box “External Quality Review Organization Procurement”, “Contract Years 2003 to June 2005”, “Your Company Name”, “RFP 01-16170”.
- c. Place all proposal copies in a single envelope or package, if possible. Seal the envelope or package.

If you submit more than one envelope or package, carefully label each one as instructed below and mark on the outside of each envelope or package “1 of X”, “2 of X”, etc.

- d. Mail or arrange for hand delivery of your proposal to the Department of Health Services, Office of Medi-Cal Procurement (OMCP). Proposals may not be transmitted electronically by fax or E-mail.
- e. The Office of Medi-Cal Procurement must receive your proposal, regardless of postmark or method of delivery, by **4:00 p.m. on September, 3, 2002**. Late proposals will not be reviewed or scored.
- f. Label and submit your proposal using one of the following methods.

Hand Delivery or Overnight Express:	U.S. Mail:
Proposal RFP 01-16170 Department of Health Services Office of Medi-Cal Procurement 600 North 10th Street, Suite 240 C Sacramento, CA 95814	Proposal RFP 01-16170 Department of Health Services Office of Medi-Cal Procurement P.O. Box 942732 Sacramento, CA 94234-7320

Proposer Warning

DHS' internal processing of U.S. mail may add up to 48 hours to the delivery time. If you mail your proposal, consider using certified, registered or express mail. **Request a return receipt confirming the delivery date and the time of delivery.** If you choose to hand deliver your appointment request, allow sufficient time to locate parking and sign-in at the security desk.

2. Proof of Timely Receipt

- a. DHS staff will log and attach a date/time stamped slip or bid receipt to each proposal package/envelope received. If a proposal envelope or package is hand delivered, DHS staff will give a bid receipt to the hand carrier upon request.
- b. To be timely, DHS' Office of Medi-Cal Procurement must receive each proposal at the stated delivery address no later than 4:00 p.m. on the proposal submission due date. Neither delivery to the Department's mailroom or a U.S. postmark will serve as proof of timely delivery.
- c. DHS will deem late proposals non-responsive.

3. Proposer Costs

Proposers are responsible for all costs of developing and submitting a proposal. Such costs cannot be charged to DHS or included in any cost element of a Proposer's price offering.

Q. Evaluation and Selection

A multiple stage evaluation process will be used to review and score technical proposals. DHS will reject any proposal that is found to be non-responsive at any stage of evaluation.

1. Stage 1 – Required Attachment / Certification Checklist review

- a. Shortly after the proposal submission deadline, DHS staff will convene to review each proposal for timeliness, completeness and initial responsiveness to the RFP requirements. This is a pass/fail evaluation.
- b. In this review stage, DHS will compare the contents of each proposal to the claims made by the Proposer on the Required Attachment / Certification Checklist to determine if the Proposer's claims are accurate.

- c. If deemed necessary, DHS may collect additional documentation (i.e., missing forms, missing data from RFP attachments, missing signatures, etc.) from a Proposer to confirm the claims made on the Required Attachment / Certification Checklist and to ensure that the proposal is initially responsive to the RFP requirements.
- d. If a Proposer's claims on the Required Attachment / Certification Checklist cannot be proven or substantiated, the proposal will be deemed non-responsive and rejected from further consideration.

2. Stage 2 – Narrative Proposal Evaluation/Scoring

- a. Proposals that appear to meet the basic format requirements, initial qualification requirements and contain the required documentation, as evidenced by passing the Stage 1 review will be submitted to a rating committee.
- b. The raters will individually and/or as a team review, evaluate and numerically score proposals based on the proposal's adequacy, thoroughness, and the degree to which it complies with the RFP requirements.
- c. DHS will use the following scoring system to assign points. Following this chart is a list of the considerations that raters may take into account when assigning individual points to a technical proposal.

Points	Interpretation	General basis for point assignment
0	Inadequate	Proposal response (i.e., content and/or explanation offered) is inadequate or does not meet DHS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s) are significant and unacceptable.
1	Barely Adequate	Proposal response (i.e., content and/or explanation offered) is barely adequate or barely meets DHS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s) are not insignificant but acceptable.
2	Fully Adequate	Proposal response (i.e., content and/or explanation offered) is fully adequate or fully meets DHS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s), if any, are inconsequential and acceptable.
3	Excellent or Outstanding	Proposal response (i.e., content and/or explanation offered) is above average or exceeds DHS' needs/requirements or expectations. Minimal weaknesses are acceptable. Proposer offers one or more enhancing feature, method or approach that will enable performance to exceed our basic expectations.

- d. In assigning points for individual rating factors, raters may consider issues including, but not limited to, the extent to which a proposal response:
- 1) Is lacking information, lacking depth or breadth or lacking significant facts and/or details, and/or
 - 2) Is fully developed, comprehensive and has few if any weaknesses, defects or deficiencies, and/or
 - 3) Demonstrates that the Proposer understands DHS' needs, the services sought, and/or the Contractor's responsibilities, and/or
 - 4) Illustrates the Proposer's capability to perform all services and meet all Scope of Work requirements, and/or
 - 5) If implemented, will contribute to the achievement of DHS' goals and objectives, and/or
 - 6) Demonstrates the Proposer's capacity, capability and/or commitment to exceed regular service needs (i.e., enhanced features, approaches, or methods; creative or innovative business solutions).
- e. Below are the point values and weight values for each rating category that will be scored.
- 1) Proposals, excluding the Cost section, will be scored on a scale of 0 to 261.3 points, as follows:

<u>Rating Category</u>	<u>Points</u>	<u>X</u>	<u>Weight</u>	<u>=</u>	<u>Total</u>
Executive Summary	15	X	1.0	=	15
Agency Capability	54	X	1.0	=	54
Workplan	153	X	0.6	=	91.8
Management Plan	12	X	2.0	=	24
Project Personnel	18	X	3.5	=	63
Facilities and Resources	9	X	1.5	=	13.5
Weighted Narrative Total					<u>261.3</u>

The technical portion of the proposal must achieve a Weighted Narrative Total score of 87 or better for continued consideration. The DHS will consider a proposal technically deficient and non-responsive if the proposal earns a score that is less than 87 points. Non-responsive proposals will not advance to Stage 3, the Cost Proposal Evaluation.

10. Stage 3 – Scoring the Cost Section

Proposers that earned a passing score in Stage 2 will have the Cost section of their proposal scored and/or evaluated according to the multi-phase cost scoring process described herein.

The Cost Proposal will be evaluated by comparing the relative price of each proposal to the lowest price offered in any other proposal submitted for this RFP. The evaluation shall

compare the Core Deliverables (CORE) as a single unit or package. Elements of the cost proposal that are not evaluated in the Core Deliverables shall be evaluated against each other in a similar manner but in individual groupings of the function.

a. Core Deliverables

Core Deliverables were defined as meeting the minimum function value requirements of the Department. This portion of the cost evaluation calculates the cost of providing those deliverables based on the current level of operations. The Department has identified the deliverables to be considered Core Deliverables and the quantity to be used for evaluation purposes only.

After reviewing the Core Deliverable bid amount for each year and the Grand Total of Core Deliverables (GTCD) for each proposer, a lowest bidder will be identified. The proposal offering the lowest GTCD cost will earn 312 Core Deliverable cost points for his low bid. All other proposers shall earn a percentage of the Core Deliverable cost points for their GTCD bid based on this formula:

Lowest Bid GTCD (\$) divided by the Proposer' GTCD Bid.

The result, a fractional amount, is then multiplied by itself.² (Squared)

The resulting fraction is multiplied by the Core Deliverable cost points earned for the lowest Bid. This amount is the Core Deliverable cost points earned by this bidder.

1) Example for illustration purposes:

GTCD Bidder	
A \$6,800,000	Core Deliverable Cost Points Available 312
B \$6,700,000	
C \$6,400,000	

GTCD Bidder	GTCD Lowest	Calculation	Points Earned
A \$6,800,000	\$6,400,000	$6.8 \div 6.4 = (.9412 \times .9412) \times 312 =$	276.3875
B \$6,700,000	\$6,400,000	$6.7 \div 6.4 = (.9552 \times .9552) \times 312 =$	284.6710
C \$6,400,000	\$6,400,000	$6.4 \div 6.4 = (1.0 \times 1.0) \times 312 =$	312.00

b. Enhanced Deliverables and Hourly Rate for Consultative Services Evaluation

Cost proposal points shall also be awarded for Hourly Rate for Consultative Services and Cost Matrix elements not used in the Core Deliverables. Cost Matrix elements not used in the Core Deliverables shall be identified as Enhanced Deliverables. Points for these services shall be calculated in a similar manner to that used to award points for the Core Deliverables. Any bid item that **was not included** as a bid element of the Core Deliverables will be evaluated under this section of the cost proposal, including all Hourly Rates for Consultative Services bid.

² Round to 4 significant places.

Attachment 12-1 (Schedule for Enhanced Deliverables) lists the title for each element of the Enhanced Deliverables that will produce a cost point element and the contract year(s) for which a bid is required. The schedule also contains the value factor³ and the maximum possible points that can be earned for each element.

The bid amount for Enhanced Deliverables for each year (EDY) will be compared to the lowest bid by any bidder for the same year. The lowest bidder will earn one (1) rating point. The other bidders will earn a fractional point based on the following formula:

Lowest EDY Bid (\$) divided by the Proposer' EDY Bid.

The results is then multiplied by itself.⁴ (Squared)

The resulting fraction or whole point is the rating point earned for this year.

The process is repeated for each year that a bid for the Deliverable is required.

All of the points or fractions of a point earned for the specific Enhanced Deliverable are added together.

This total is multiplied by the value factor associated with the Enhanced Deliverable for the Enhanced Deliverable points earned for this Enhanced Deliverable.

2) Example for illustration purposes only:

Hourly Rate for Contract Consultant				
Year	Lowest EDY	Proposer's Hourly EDY	Calculation	Points
Yr. 1		Not Required		
Yr. 2	\$150	\$ 200	$150 \div 200 = .75 \times .75 =$.5625
Yr. 3	\$195	\$ 200	$195 \div 200 = .975 \times .9570 =$.9506
Ext.1	\$ 200	\$200	$200 \div 200 = 1.0 \times 1.0 =$	<u>1.000</u>
Ext. 2		Not Required		
Total Rating Points Earned			.5625 + .9506 + 1.000 = <u>2.5131</u>	

If the DHS determines that this service is of greater importance than other services, a multiplier (value factor) may be used.⁵ In this case the DHS has assigned a value

³ A value factor is a weighting factor used by the Department to increase the relative value of the Enhanced Deliverable when compared to other Enhanced Deliverables.

⁴ Round to 4 significant places.

⁵ The Department may use the multiplier to reduce the importance of a service, as well. If the multiplier in the above example were 0.5 instead of 3.0, the Hourly Rate Points Earned would have been 1.2566.

factor of 3.

Total Rating Points Earned $2.5131 \times 3 = \underline{7.5393}$ Enhanced Deliverable Points

The above process is repeated for each Hourly Rate for Consultative Services or Enhanced Deliverables bid element.

The total of all the Total Rating Points for the individual elements are then added together for a Total Enhanced Deliverables Points earned (TEDP). The maximum TEDP points that can be earned are 78 points.

3) Cost Proposal Total

The TEDP and the Total Core Deliverable points earned by each proposer are to be added together. The amounts equal the Unadjusted Cost Proposal Points earned by the Proposer.

4. Stage 4 – Combining Narrative Proposal Score and Cost Section Score

a. Adjustments

The Department desires for the cost proposal to represent thirty percent (30%) of the total evaluation of the proposal and the narrative proposal to represent seventy percent (70%) of the total evaluation of the proposal. To this end, the Unadjusted Cost Proposal Points of each Proposers shall be multiplied by 0.2871 with the maximum point available for the Adjusted Cost Proposal equaling 111.9857.

The Department will combine the Weighted Narrative Proposal score to the Adjusted Cost Proposal score and will tentatively identify the firm with the highest combined proposal score from each of the earlier evaluation stage(s).

5. Stage 5 – Adjustments to Score Calculations for Bidding Preferences

- a. DHS will determine which firms, if any, are eligible to receive a bidding preference (i.e., small business).
- b. To determine the identity of the highest scored responsible Proposer, DHS will apply preference adjustments to eligible Proposers according to State regulations following verification of eligibility with the appropriate office of the Department of General Services. More information about the allowable bidding preferences appears in the RFP section entitled, "Preference Programs".
- c. DHS believes the requirements of the National Committee for Quality Assurance to conduct a HEDIS audit at the individual MCPs place of business set the location for much of the work requirements of this RFP. DHS believes that these location requirements bar the application of the Target Area Contract Preference Act, the Enterprise Zone Act or Local Agency Military Base Recovery Act.

6. Stage 6– Final Score Calculation

DHS will use the formula shown below to calculate final proposal scores, rounded to the nearest whole number, to determine the highest scored proposal.

Weighted Narrative Proposal + Final Cost Proposal =	<u>Total Point Score</u>
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R. Narrative Proposal Rating Factors

Raters will use the following criteria to score the narrative portion of each proposal.

1. Executive Summary

Executive Summary Rating Factors [Not to exceed 3 pages]	Points Possible	Points Earned
1. To what extent did the Proposer express, in its own words, its understanding of DHS' needs and the importance of this project? Assign 1 point or 0 points if the Proposer restates or paraphrases information in the RFP.	3	
2. To what extent did the Proposer identify and explain the tangible results that it expects to achieve? Assign 1 point or 0 points if the Proposer restates or paraphrases information in the RFP.	3	
3. To what extent has the Proposer's management shown it has the ability to commit resources, expertise and energy to perform this work in an efficient and timely manner?	3	
4. To what extent did the Proposer demonstrate that it can effectively integrate this project into its current obligations and existing workload?	3	
5. To what extent did the proposer explain why it should be chosen to undertake this project at this time?	3	
Executive Summary Score _____ Points earned X 1.0 = _____		

2. Agency Capability

Agency Capability Rating Factors	Points Possible	Points Earned
6. Upon reviewing the Proposer's description of its business history, to what extent are the Proposing firm's goals relevant, closely related or complementary to this project?	3	
7. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in conducting HEDIS or HEDIS type audits of managed care providers?	3	

Agency Capability Rating Factors	Points Possible	Points Earned
8. From the experience described in its proposal, to what extent has the Proposer shown the ability to coordinate and facilitate committees, task forces and work groups of varying organizations in pursuit of a common goal, report or objective?	3	
9. From the experience described in its proposal, to what extent has the Proposer shown the ability to effectively work in a consultative position with managed care plans, medical groups or medical insurance providers?	3	
10. From the experience described in its proposal, to what extent has the Proposer shown the ability to effectively analyze health plan performance across a spectrum of measures, including clinical, service- related, financial and contractual?	3	
11. From the experience described in its proposal, to what extent has the Proposer shown the ability to coordinate and facilitate conferences of a regional or a national scope?	3	
12. From the experience described in its proposal, to what extent has the Proposer shown additional abilities or experiences that would enhance the value of this proposer to the contract?	3	
13. From the sample of work provided as a previously submitted work, to what extent has the Proposer shown the ability to produce clear concise, readable reports?	3	
14. From the sample of work provided as a previously submitted work, to what extent is the work free of grammatical errors, spelling mistakes or similar functional errors?	3	
15. From the sample of work provided as a previously submitted work, to what extent has the sample work shown the use of format as a tool to assist the reader in understanding the material, aided in making the material more easily read and generally assisted in the presentation? Also consider to what extent the format detracted from the presentation, hindered readability, made poor or improper use of layout design, visual attachment or other presentational features.	3	
16. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience to conduct a CAPHS surveys or similar types of consumer satisfaction surveys to meet the needs of this procurement?	3	
17. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in the administration or the conduct of consumer satisfaction surveys of medical services or similar satisfaction surveys?	3	

Agency Capability Rating Factors	Points Possible	Points Earned
18. From the experience described in its proposal, to what extent does the Proposer possess experience in the administration or the performance of surveys of populations with limited English language skills? (Consider in your assessment the technical nature of the type of limited English surveys conducted by the proposer.)	3	
19. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience to review, evaluate and identify problems in health plan quality improvement projects?	3	
20. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience to analyze performance measures results?	3	
21. To what extent does the Proposer possess experience(s) that demonstrates the ability to effective work with diverse entities?	3	
22. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience to coordinate and direct the planning and implementation of an annual Quality Improvement Conference?	3	
23. From the experience described in its proposal, to what extent does it appear that the Proposer possesses sufficient experience to assist the Medi-California Managed Care Division in overall review of managed care plans?	3	
Agency Capability Score _____ Points earned X 1.0 = _____		

3. Workplan

Workplan Rating Factors	Points Possible	Points Earned
24. To what extent does the Proposer's explanation of their overall approaches or methods for accomplishing the SOW seem logical, reasonable and obtainable?	3	
25. To what extent is the Proposer' explanation of their approach(s) to meeting the SOW for Auditing and Reporting of EAS Performance Measures clear, logical and reasonable?	3	
26. To what extent has the Proposer provided effective, creative or innovative ideas to meeting the needs of the Auditing and Reporting of EAS Performance Measures?	3	
27. To what extent has the Proposer been able to identify complications or delays and propose effective solutions to allow for the successful implementation and execution of the SOW as it relates to the requirements of the Auditing and Reporting of EAS Performance Measures?	3	
28. To what extent has the Proposer clearly identified the logical steps needed to meet the requirements of the Auditing and Reporting of EAS Performance Measures of the RFP?	3	

Workplan Rating Factors	Points Possible	Points Earned
29. To what extent has the Proposer identified milestones they will to provide in support of their position that the timely production of the deliverables for Auditing and Reporting of EAS Performance Measures is occurring? (Also consider the effectiveness of the milestones offered.)	3	
30. To what extent has the Proposer identified the individual(s) who will have primary responsibility for the Auditing and Reporting of EAS Performance Measures and to what extent are these individuals highly qualified to perform these functions?	3	
31. To what extent has the Proposer provided appropriate timelines for the Auditing and Reporting of EAS Performance Measures? Have all of the key components within the SOW been identified and accounted for within the timelines?	3	
32. To what extent is the Proposer' explanation of their approach(s) to meeting the SOW for the Evaluation of Quality Improvement Projects clear, logical and reasonable?	3	
33. To what extent has the Proposer provided effective, creative or innovative ideas to meeting the needs of an Evaluation of Quality Improvement Projects?	3	
34. To what extent has the Proposer been able to identify complications or delays and propose effective solutions to allow for the successful implementation and execution of the SOW as it relates to the requirements of the Evaluation of Quality Improvement Projects?	3	
35. To what extent has the Proposer clearly identified the logical steps needed to meet the requirements of the Evaluation of Quality Improvement Projects of the RFP?	3	
36. To what extent has the Proposer identified milestones they would be willing to provide in support of their position that the timely production of the deliverables for Evaluation of Quality Improvement Projects is occurring? (Also consider the effectiveness of the milestone offered .)	3	
37. To what extent has the Proposer identified the individual(s) who will have primary responsibility for the Evaluation of Quality Improvement Projects and to what extent are these individuals highly qualified to perform these functions?	3	
38. To what extent has the Proposer provided appropriate timelines for the Evaluation of Quality Improvement Projects? Have all of the key components within the SOW been identified and accounted for within the timelines?	3	
39. To what extent is the Proposer' explanation of their approach(s) to meeting the SOW for the Reports on Defining Superior Performance clear, logical and reasonable?	3	
40. To what extent has the Proposer provided effective, creative or innovative ideas to meeting the needs of the Reports on Defining Superior Performance	3	

Workplan Rating Factors	Points Possible	Points Earned
41. To what extent has the Proposer been able to identify complications or delays and propose effective solutions to allow for the successful implementation and execution of the SOW as it relates to the requirements of the Reports on Defining Superior Performance?	3	
42. To what extent has the Proposer clearly identified the logical steps needed to meet the requirements of the Reports on Defining Superior Performance of the RFP?	3	
43. To what extent has the Proposer identified milestones they would be willing to provide in support of their position that the timely production of the deliverables for Reports on Defining Superior Performance is occurring? (Also consider the effectiveness of the milestone offered.)	3	
44. To what extent has the Proposer identified the individual(s) who will have primary responsibility for the Reports on Defining Superior Performance and to what extent are these individuals highly qualified to perform these functions?	3	
45. To what extent has the Proposer provided appropriate timelines for the Reports on Defining Superior Performance? Have all of the key components within the SOW been identified and accounted for within the timelines?	3	
46. To what extent is the Proposer' explanation of their approach(s) to meeting the SOW for a Performance Evaluations clear, logical and reasonable?	3	
47. To what extent has the Proposer provided effective, creative or innovative ideas to meeting the needs of the Performance Evaluations?	3	
48. To what extent has the Proposer been able to identify complications or delays and propose effective solutions to allow for the successful implementation and execution of the SOW as it relates to the requirements of the Performance Evaluations?	3	
49. To what extent has the Proposer clearly identified the logical steps needed to meet the requirements of the Performance Evaluations of the RFP?	3	
50. To what extent has the Proposer identified milestones they would be willing to provide in support of their position that the timely production of the deliverables for Performance Evaluations is occurring? (Also consider the effectiveness of the milestone offered .)	3	
51. To what extent has the Proposer identified the individual(s) who will have primary responsibility for the Performance Evaluations and to what extent are these individuals highly qualified to perform these functions?	3	
52. To what extent has the Proposer provided appropriate timelines for the Performance Evaluations? Have all of the key components within the SOW been identified and accounted for within the timelines?	3	

Workplan Rating Factors	Points Possible	Points Earned
53. To what extent is the Proposer' explanation of their approach(s) to meeting the SOW for a Consumer Satisfaction Survey clear, logical and reasonable?	3	
54. To what extent has the Proposer provided effective, creative or innovative ideas to meeting the needs of the Consumer Satisfaction Survey?	3	
55. To what extent has the Proposer been able to identify complications or delays and propose effective solutions to allow for the successful implementation and execution of the SOW as it relates to the requirements of the Consumer Satisfaction Survey?	3	
56. To what extent has the Proposer clearly identified the logical steps needed to meet the requirements of the Consumer Satisfaction Survey of the RFP?	3	
57. To what extent has the Proposer identified milestones they would be willing to provide in support of their position that the timely production of the deliverables for Consumer Satisfaction Survey is occurring? (Also consider the effectiveness of the milestone offered .)	3	
58. To what extent has the Proposer identified the individual(s) who will have primary responsibility for the Consumer Satisfaction Survey and to what extent are these individuals highly qualified to perform these functions?	3	
59. To what extent has the Proposer provided appropriate timelines for the Consumer Satisfaction Survey? Have all of the key components within the SOW been identified and accounted for within the timelines?	3	
60. To what extent is the Proposer' explanation of their approach(s) to meeting the SOW for the Annual Quality Improvement Conference clear, logical and reasonable?	3	
61. To what extent has the Proposer provided effective, creative or innovative ideas to meeting the needs of the Annual Quality Improvement Conference?	3	
62. To what extent has the Proposer been able to identify complications or delays and propose effective solutions to allow for the successful implementation and execution of the SOW as it relates to the requirements of the Annual Quality Improvement Conference?	3	
63. To what extent has the Proposer clearly identified the logical steps needed to meet the requirements of the Annual Quality Improvement Conference of the RFP?	3	
64. To what extent has the Proposer identified milestones they would be willing to provide in support of their position that the timely production of the deliverables for the Annual Quality Improvement Conference is occurring? (Also consider the effectiveness of the milestone offered .)	3	

Workplan Rating Factors	Points Possible	Points Earned
65. To what extent has the Proposer identified the individual(s) who will have primary responsibility for the Annual Quality Improvement Conference and to what extent are these individuals highly qualified to perform these functions?	3	
66. To what extent has the Proposer provided appropriate timelines for Annual Quality Improvement Conference? Have all of the key components within the SOW been identified and accounted for within the timelines?	3	
67. To what extent has the Proposer expressed his clear understanding of the requirements and commitment required to attend and participate in the meetings and conferences associated with this RFP? (Remember to consider the number and level of staff committed to these meetings when evaluating this issue.)	3	
68. To what extent has the Proposer identified a highly qualified Biostatistician(s), to provide Special Consultative Services to the Department?	3	
69. To what extent has the Proposer identified a highly qualified Business Analyst(s), to provide Special Consultative Services to the Department?	3	
70. To what extent has the Proposer identified a highly qualified Information Technology Analyst(s) to provide Special Consultative Services to the Department?	3	
71. To what extent has the Proposer identified a highly qualified Physician Consultant(s) to provide Special Consultative Services to the Department.?	3	
72. To what extent has the Proposer identified a highly qualified Epidemiologist(s) to provide Special Consultative Services to the Department?	3	
73. To what extent has the Proposer identified a highly qualified Nurse Consultant(s) to provide Special Consultative Services to the Department?	3	
74. To what extent has the Proposer identified a highly qualified Actuary (s) to provide Special Consultative Services to the Department?	3	
_____ Points earned X 0.6 = _____		

4. Management Plan

Management Plan Rating Factors	Points Possible	Points Earned
75. To what extent has the Proposer demonstrated its capability to effectively coordinate, manage and monitor the efforts of assigned staff (including subcontractors and consultants) to ensure that work is effectively completed and timely?	3	

Management Plan Rating Factors	Points Possible	Points Earned
76. Upon reviewing the Proposer's organization chart in the Appendix Section, to what extent does the Proposer's organizational structure appear to be sound with distinct lines of authority and reporting relationships between management and all staff including subcontractors and independent consultants?	3	
77. Upon reviewing the Proposer's financial statements in the Appendix Section, to what extent does it appear that the Proposer is financially stable and sound?	3	
78. Upon reviewing the Proposer's financial statements in the Appendix Section, to what extent does it appear that the Proposer has access to appropriate fiscal resources to continue as a going concern while preparing the various deliverable and/or awaiting payment?	3	
Management Plan Rating Factors _____ Points earned X 2.0 = _____		

5. Project Personnel Rating Factors

Project Personnel Rating Factors	Points Possible	Points Earned
79. Upon reviewing the Proposer's Key Personnel, to what extent does it appear that the Proposer has qualified personnel in appropriate positions? (Review any part of the RFP where Key Personnel or their duties are discussed, be sure to review individual resumes, the Executive Summary and the Workplan for any information that may be relevant.)	3	
80. Upon reviewing the Proposer's staffing plan, to what extent does it appear that the Proposer has allocated sufficient and appropriate full time staff or percentages of staff time for each position or classification?	3	
81. Upon reviewing the proposed job descriptions or duty statements for the proposed personnel, to what extent has the Proposer reasonably assigned the job responsibilities and tasks among the different personnel?	3	
82. Upon reviewing the proposed job descriptions or duty statements for the proposed personnel (including subcontractors and independent consultants), to what extent does it appear that the Proposer has reasonably divided the work between its in-house resources and proposed subcontractors (including independent consultants)? If no subcontracting or use of consultants is proposed, 3 points will be assigned based on the Proposer's allocation of tasks to its in-house personnel.	3	

Project Personnel Rating Factors	Points Possible	Points Earned
83. Upon reviewing the job descriptions and resumes of the proposed project director(s)/administrator(s) or project coordinator(s), to what extent do the proposed personnel appear to possess superior qualifications, past experience and expertise to carry out their assigned responsibilities?	3	
84. Upon reviewing the Proposer's administrative policies and procedures, to what extent does it appear that the policies/procedures will lead to the recruitment and selection of qualified, competent and experienced staff, subcontractors and/or independent consultants for this project?	3	
Project Personnel Score _____ Points earned X 3.5 = _____		

6. Facilities and Resources

Facilities and Resources Rating Factors	Points Possible	Points Earned
85. To what extent does the Proposer appear to have access to office facilities that are sufficient to enable performance of the Scope of Work?	3	
86. To what extent does the Proposer appear to have access to support services and other resources that are needed to ensure successful performance?	3	
87. To what extent does the Proposer appear to have access to computer hardware, software and telecommunication equipment capable of supporting the requirements of this RFP?	3	
Facilities and Resources Score _____ Points earned X 1.5 = _____		

S. Bid Requirements and Information

1. Non-Responsive Proposals

In addition to any condition previously indicated in this RFP, the following occurrences **may** cause DHS to deem a proposal non-responsive.

a. Failure of a Proposer to:

- 1) Meet DVBE participation goals or to demonstrate that a substantial Good Faith Effort (GFE) was made to meet those goals.
- 2) Meet proposal format/content or submission requirements including, but not limited to, the sealing, labeling, packaging and/or timely and proper delivery of proposals.

- 3) Pass the Required Attachment / Certification Checklist review (i.e., by not marking “Yes” to applicable items or by not appropriately justifying, to DHS’ satisfaction, all “N/A” designations).
 - 4) Submit a **mandatory** Conflict of Interest Compliance Certificate in the manner required.
- b. The submission of a proposal that is conditional, materially incomplete or contains material defects, alterations or irregularities of any kind.
 - c. The submission supplies false, inaccurate or misleading information or falsely certifies compliance on any RFP attachment.
 - d. If DHS discovers, at any stage of the bid process that the Proposer is unwilling or unable to comply with the contract terms, conditions and exhibits cited in this RFP or the resulting contract.
 - e. Any other irregularities that occur in a proposal response that are not specifically addressed herein (i.e., the Proposer places any conditions on performance of the Scope of Work, submits a counter proposal, etc.).

2. Proposal Modifications After Submission

- a. All proposals are to be complete when submitted. However, an entire proposal may be withdrawn and the Proposer may resubmit a new proposal, if resubmission occurs before the expiration of the required submission deadline.
- b. To withdraw and/or resubmit a new proposal, follow the instructions appearing in the RFP section entitled, “Withdrawal and/or Resubmission of Proposals”.

3. Withdrawal and/or Resubmission of Proposals

a. Withdrawal Deadlines

A proposer may withdraw a proposal at any time before the proposal submission deadline.

b. Submitting a Withdrawal Request

- 1) Submit a written withdrawal request, signed by an authorized representative of the Proposer.

Label and submit the withdrawal request using one of the following methods.

U.S. Mail, Hand Delivery or Overnight Express:	Fax:
Withdrawal Request for RFP 01-16170 Department of Health Services Office of Medi-Cal Procurement P.O. Box 942732 600 North 10 th Street, Suite 240 C Sacramento, CA 94234-7320	Withdrawal Request for RFP 01-16170 Office of Medi-Cal Procurement Attn. Nathan Greve Fax: (916) 323-7456

[For faxed withdrawal requests] Proposers must call (916) 322-7406 to confirm receipt of a faxed withdrawal request. Follow-up the faxed request by mailing or delivering the signed original withdrawal request within 24 hours after submitting a faxed request.

An originally signed withdrawal request is generally required before DHS will return a proposal to a Proposer. DHS may grant an exception if the Proposer informs DHS that a new or replacement proposal will immediately follow the withdrawal.

4. Resubmitting a Proposal

After withdrawing a proposal, Proposers may resubmit a new proposal according to the proposal submission instructions. Replacement proposals must be received at the stated place of delivery by the proposal due date and time.

5. Contract Award and Protests

a. Contract award

- 1) Award of the contract, if awarded, will be to the responsive and responsible Proposer, who earns the highest total score. The highest scored proposal will be determined after DHS adjusts Proposer scores for applicable bidder preferences.
- 2) DHS shall award the contract only after DHS posts a Notice of Intent to Award for five (5) working days. DHS expects to post the Notice of Intent to Award before the close of business on October 3, 2002 at the following location:

Office of Medi-Cal Procurement
 600 North 10th Street, Suite 240 C
 Sacramento, CA 95814

and

Department of Health Services
 Contract Management Unit
 3rd Street, Room 455
 Sacramento, CA 95814

- 3) DHS will mail or fax a written notification and/or a copy of the Notice of Intent to Award to all firms that submitted a proposal.

- 4) DHS will confirm the contract award to the winning Proposer after the protest deadline, if no protests are filed or following the Department of General Service's resolution of all protests. DHS staff may confirm an award verbally or in writing.
- b. Settlement of Ties

In the event of a precise highest score tie between a certified small business and a certified DVBE, the contract will be awarded to the DVBE per Government Code Section 14838(f) et seq.

DHS will settle all other tied total scores by making an award to the Proposer who earns the highest score on their narrative proposal (e.g., Technical Proposal). If narrative proposal (e.g., Technical Proposal) scores are also tied, DHS will settle the tie in a manner that DHS determines to be fair and equitable (e.g., coin toss, lot drawing, etc.). In no event will DHS settle a tie by dividing the work among the tied Proposers.

c. Protests

1) Who Can Protest

Any Proposer who submits a proposal may file a protest if the Proposer believes its proposal is responsive to all RFP requirements.

2) Grounds For Protests

Protests are limited to the grounds described in Public Contract Code (PCC) Section 10345. DHS will not make an award until all protests are withdrawn by the protestant, denied, or resolved to the satisfaction of the Department of General Services (DGS).

3) Protest Timelines

- a) Eligible Proposers may first file a brief "Notice of Intent to Protest" within five working days after DHS posts the Notice of Intent to Award.
- b) Within five calendar days after filing a "Notice of Intent to Protest", the protestant must file a full and complete written protest statement identifying the specific grounds for the protest. The statement must contain, in detail, the reasons, law, rule, regulation, or practice that the protestant believes DHS has improperly applied in awarding the contract.

3) Submitting a Protest

Protests must be filed with both the Department of General Services and the Department of Health Services. You may hand deliver, mail or fax your protest.

Label, address and submit the initial protest notice and detailed protest statement using one of the following methods.

U.S. Mail, Hand Delivery or Overnight Express:	Fax:
Protest to DHS RFP 01-16170 Dept. of Health Services Contract Management Unit 1800 3rd Street, Suite 455 P.O. Box 942732 Sacramento, CA 94234-7320	Protest to DHS RFP 01-16170 Dept. of Health Services Contract Management Unit Fax: (916) 323-4091
Protest to DHS RFP 01-16170 Dept. of General Services Office of Legal Services Attention: Protest Coordinator 707 Third Street P.O. Box 989052 West Sacramento, CA 95798-9052	Protest to DHS RFP 01-16170 Dept. of General Services Office of Legal Services Fax: (916) 376-5088

For Faxed Protests

Faxed protests must be followed-up by sending an original signed protest, with all supporting material, within one (1) calendar week of submitting the faxed protest.

Call the telephone numbers below to confirm your fax transmission:

Department of General Services	(916) 376-5080
Department of Health Services	(916) 322-6122

6. Disposition of Proposals

- a. All materials submitted in response to this RFP, exclusive of the Escrow Documents, will become the property of the Department of Health Services and, as such, are subject to the Public Records Act (GC Section 6250, et seq.). DHS will disregard any language purporting to render all or portions of any proposal confidential.
- b. Proposals are public records upon the posting of a Notice of Intent to Award. However, the contents of all proposals, draft RFPs, correspondence, agenda, memoranda, working papers, or any other medium which discloses any aspect of a Proposer's proposal shall be held in the strictest confidence until the award is made. DHS shall hold the content of all working papers and discussions relating to a proposal confidential indefinitely, unless the public's interest is best served by disclosure because of its pertinence to a decision, agreement, or the evaluation of a proposal. A Proposer's disclosure of this subject matter is a basis for rejecting a proposal and ruling the Proposer ineligible to participate further in the bidding process.
- c. DHS may return a non-winning proposal to a Proposer at their request and expense six (6) months after DHS concludes the bid process.

7. Inspecting or Obtaining Copies of Proposals

a. Who Can Inspect or Copy Proposal Materials

Any person or member of the public can inspect or obtain copies of any proposal materials. (Proposal Materials do not include Escrow Documents.)

b. What Can Be Inspected / Copied and When

- 1) After DHS releases the RFP, any existing Proposers List (i.e., list of firms to whom the RFP is sent) is considered a public record and will be available for inspection or copying.
- 2) After the Pre-Proposal Conference, the sign-in or attendance sheet is a public record and will be available for inspection or copying.
- 3) On or after DHS posts the Notice of Intent to Award, all proposals, letters of intent, checklists and/or scoring/evaluation sheets become public records. These records shall be available for review, inspection and copying during normal business hours.

c. Inspecting or Obtaining Copies of Proposal Materials

Persons wishing to view or inspect any proposal or award related materials must identify the items they wish to inspect and must make an inspection appointment by contacting **Nathan Greve** at **(916) 323-7406**.

Persons wishing to obtain copies of proposal materials may visit DHS or mail a written request to the DHS office identified below. The requestor must identify the items they wish to have copied. Materials will not be released from State premises for the purposes of making copies.

Unless waived by DHS, a check covering copying and/or mailing costs must accompany the request. Copying costs, when applicable, are charged at a rate of **ten cents** per page. DHS will fulfill all copy requests as promptly as possible. Submit copy requests as follows:

Request for Copies – RFP 01-16170

Department of Health Services
Office of Medi-Cal Procurement
Nathan Greve
600 North 10th Street, Suite 240 C
P.O. Box 942732
Sacramento, CA 94234-7320

8. Verification of Proposer information

By submitting a proposal, Proposers agree to authorize DHS to:

- a. Verify any and all claims made by the Proposer including, but not limited to verification of prior experience and the possession of other qualification requirements, and

- b. Check any reference identified by a Proposer or other resources known by the State to confirm the Proposer's business integrity and history of providing effective, efficient and timely services.

9. DHS Rights

In addition to the rights discussed elsewhere in this RFP, DHS reserves the following rights.

a. RFP Corrections

- 1) DHS reserves the right to do any of the following up to the proposal submission deadline:
 - a) Modify any date or deadline appearing in this RFP or the RFP Time Schedule.
 - b) Issue clarification notices, addenda, alternate RFP instructions, forms, etc.
 - c) Waive any RFP requirement or instruction for all Proposers if DHS determines that the requirement or instruction was unnecessary, erroneous or unreasonable.
 - d) Allow Proposers to submit questions about any RFP change, correction or addenda. If DHS allows such questions, specific instructions will appear in the cover letter accompanying the document.

If this RFP is clarified, corrected, or modified, DHS will mail, fax or E-mail a clarification notice and/or RFP addenda to all persons/firms who are recognized by DHS as currently interest party at the date of correction. This information may also be obtained by accessing the Department of General Services website <http://www.osmb.dgs.ca.gov/>.

If DHS decides, just before or on the proposal due date, to extend the submission deadline, DHS may choose to notify potential Proposers of the extension by fax or by telephone. DHS will follow-up any verbal notice in writing by fax or by mail.

b. Collecting Information from Proposers

- 1) If deemed necessary, DHS may request a Proposer to submit additional documentation during or after the proposal review and evaluation process. DHS will advise the Proposers orally, by fax or in writing of the documentation that is required and the time line for submitting the documentation. DHS will follow-up oral instructions in writing by fax or mail. Failure to submit the required documentation by the date and time indicated may cause DHS to deem a proposal non-responsive.
- 2) DHS, at its sole discretion, reserves the right to collect, by mail, fax or other methods the following omitted documentation and/or additional information.
 - a) Signed copies of any form submitted without a signature.
 - b) Data or documentation omitted from any submitted RFP attachment/form.
 - c) Information/material needed to clarify or confirm certifications or claims made by a Proposer.

d) Information/material needed to correct or remedy an immaterial defect in a proposal.

- 3) The collection of Proposer documentation may cause DHS to extend the date for posting the Notice of Intent to Award. If DHS changes the posting date, DHS will advise the Proposers, orally or in writing, of the alternate posting date.

c. Immaterial Proposal Defects

- 1) DHS may waive any immaterial defect in any proposal and allow the Proposer to remedy those defects. DHS reserves the right to use its best judgment to determine what constitutes an immaterial deviation or defect.
- 2) DHS' waiver of an immaterial defect in a proposal shall in no way modify this RFP or excuse a Proposer from full compliance with all bid requirements.

d. Correction of Clerical or Mathematical Errors

- 1) DHS reserves the right, at its sole discretion, to overlook, correct or require a Proposer to remedy any obvious clerical or mathematical errors occurring in the narrative portion of a proposal, or in the Cost Proposal form.
- 2) If the correction of an error results in an increase or decrease in the total price, DHS shall give the Proposer the option to accept the corrected price or withdraw their proposal.
- 3) Proposers may be required to initial corrections to costs and dollar figures on the Cost Proposal form if the correction results in an alteration of the annual costs or total cost offered.
- 4) If a mathematical error occurs in a total or extended price and a unit price is present, DHS will use the unit price to settle the discrepancy.

e. Right to Remedy Errors

DHS reserves the right to remedy errors caused by:

- 1) DHS office equipment malfunctions or negligence by agency staff,
- 2) Natural disasters (i.e., floods, fires, earthquakes, etc.).

f. No Contract Award or RFP Cancellation

The issuance of this RFP does not constitute a commitment by DHS to award a contract. DHS reserves the right to reject all proposals and to cancel this RFP if it is in the best interests of DHS to do so.

g. Contract Amendments After Award

As provided in the Public Contract Code governing contracts awarded by competitive bid, the DHS reserves the right to amend the contract after DHS makes a contract award.

h. Proposed Use Of Subcontractor and/or Independent Consultants

Specific subcontract relationships proposed in response to this RFP (i.e., identification of pre-identified subcontractors and independent consultants) shall not be changed during the procurement process or prior to contract execution. The pre-identification of a subcontractor or independent consultant does not affect DHS' right to approve personnel or staffing selections or changes made after the contract award.

i. Staffing Changes After Contract Award

DHS reserves the right to approve or disapprove changes in Key Personnel that occur after DHS awards the contract.

T. Bidding Certification Clauses

1. Certificate of Independent Price Determination

a. The prospective Proposer certifies that:

- 1) The prices in this bid or proposal have been arrived at independently without any consultation, communication or agreement with any other Proposer, or competitor for the purpose of restricting competition relating to:
 - a) The prices or costs offered,
 - b) The intention to submit a bid or proposal,
 - c) The methods or factors used to calculate the costs or prices offered.
- 2) The prices in this bid or proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before the bid/cost proposal opening date or date of Notice of Contract award posting, unless otherwise required by law.
- 3) No attempt has been made or will be made by the Proposer to induce any other firm or entity to submit or not to submit a bid or proposal for the purpose of restricting competition.

b. Each signature appearing on the documents contained in this bid package/proposal is considered to be a certification by the signatory that the signatory:

Is the person in the Proposer's organization that is responsible for determining the prices offered in this bid or proposal and/or is designated to complete the bid or proposal forms on behalf of the bidding firm, and the signatory has not participated and will not participate in any action contrary to all subsections of paragraph a.

2. Debarment and Suspension Certification

a. The Proposer certifies to the best of its knowledge and belief, that it and its principals:

- 1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
 - 2) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - 3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph a.2) of this certification; and
 - 4) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
 - 5) It shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, or is debarred, suspended, declared ineligible, or voluntarily excluded from participation in such transaction, unless authorized by the State.
 - 6) It will include a clause entitled "Debarment and Suspension Certification" that essentially sets forth the provisions herein, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- b. If the Proposer is unable to certify to any of the statements in this certification, the Proposer shall submit an explanation to the OMPC or MMCD, as appropriate.

3. Lobbying Restrictions and Disclosure

- a. The Contractor certifies, to the best of its knowledge and belief, that:
- 1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
 - 2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit Federal Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

- 3) The Contractor shall require that the contents of this certification be collected from the recipients of all subawards, exceeding \$100,000, at all tiers (including subcontracts, subgrants, etc.) and shall be maintained for three years following final payment/settlement of those agreements.
- b. This certification is a material representation of fact upon which reliance was placed when this contract was made and/or entered into. The making of the above certification is a prerequisite for making or entering into this contract pursuant to 31 U.S.C. 1352 (45 CFR 93). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.
- c. The Standard Form-LLL may be obtained from various Federal agencies, federally sponsored World Wide Web Internet sites, DHS upon request or may be copied from Exhibit D(F) entitled, Special Terms and Conditions which is included in this RPF package.

U. Preference Programs

To confirm the identity of the highest scored responsible Proposer, DHS will adjust the total point score for applicable claimed preference(s). DHS will apply preference adjustments to eligible Proposers according to State regulations following verification of eligibility with the appropriate office of the Department of General Services.

1. Small Business Enterprises (including Microbusinesses)

- a. Responsive and responsible California Proposers claiming preference and verified as a certified small business (including microbusiness) in a relevant business type will be granted a preference of five percent (5%) of the total point score earned by the responsive and responsible Proposer with highest combined score, if the highest scored proposal is submitted by a Proposer that is not certified as a California small business (including microbusinesses) in a relevant business type. The “service” category or business type will most likely apply to this procurement.
- b. To be certified as a “small business” (including a microbusinesses) and eligible for a bidding preference the business concern must:
 - 1) Have requested the status of small business and/or microbusiness and become certified by the appropriate office of the Department of General Services (DGS) [formerly referred to as Office of Small Business Certification and Resources] as a small business no later than 5:00 p.m. on the proposal submission deadline.
 - 2) Not be dominant in its field of operations,
 - 3) Be independently owned and operated,
 - 4) Have its principal office located in California,
 - 5) Have its owners (or officers in the case of a corporation) domiciled in California,
 - 6) Together with its affiliates be either:

- a) A non-manufacturer with 100 or fewer employees and average annual gross receipts of ten million dollars or less over the previous three years, or
- b) A manufacturer with 100 or fewer employees.
- c. Firms desiring small business and/or microbusiness certification must obtain a Small Business Certification Application (STD 813) from the Department of General Services Small Business and DVBE Program, fully complete the form, and return it to the Department of General Services Small Business and DVBE Program. Bidding firms desiring small business certification assistance, may contact the Department of General Services by the following means:
 - 1) (916) 327-9978 (24 hour recording and mail requests), or
 - 2) (916) 375-4940 (live operator), or
 - 3) Internet address: <http://www.dgs.ca.gov/osbcr> or
 - 4) Fax: (916) 375-4950, or
 - 5) E-mail: osbcrhelp@dgs.ca.gov

V. Contract Terms and Conditions

The winning Proposer must enter a written contract that may contain portions of the Proposer's proposal, Workplan, Scope of Work, standard contract provisions, the contract form, and the exhibits identified below. Other exhibits, not identified herein, may also appear in the resulting contract.

The exhibits identified in this section contain contract terms that require strict adherence to various laws and contracting policies. A Proposer's unwillingness or inability to agree to the proposed terms and conditions shown below or contained in any exhibit identified in this RFP may cause DHS to deem a Proposer non-responsive and ineligible for an award. DHS reserves the right to use the latest version of any form or exhibit listed below in the resulting agreement if a newer version is available.

The exhibits identified below illustrate many of the terms and conditions that may appear in the final agreement between DHS and the winning Proposer. Other terms and conditions, not specified in the exhibits identified below, may also appear in the resulting agreement. Some terms and conditions are conditional and may only appear in an agreement if certain conditions exist (i.e., contract total exceeds a certain amount, Federal funding is used, etc.).

In general, DHS will not accept alterations to the General Terms and Conditions (GTC), DHS' Special Terms and Conditions, the Scope of Work and other exhibit terms/conditions. Also, in general DHS will not accept alternate language that is proposed or submitted by a prospective Contractor. DHS may consider a proposal containing such provisions "a counter proposal" and DHS may reject such a proposal as non-responsive.

1. Sample Contract Forms / Exhibits

Exhibit Label	Exhibit Name
a. Exhibit A1	Standard Agreement (1 page)
b. Exhibit A	Scope of Work (X pages)
c. Exhibit B	Payment Provisions (X pages)
d. Exhibit C – View on-line.	General Terms and Conditions (GTC 201). View or download this exhibit at this Internet site www.dgs.ca.gov/contracts .
e. Exhibit D(F)	Special Terms and Conditions (26 pages)
f. Exhibit E	Additional Provisions (8 pages)
g. Exhibit F	Contractor's Release (1 page)
h. Exhibit G	Travel Reimbursement Information (2 pages)
i. Exhibit H	External Accountability Set Measures (1 page)
j. Exhibit I	Glossary of Terms/Acronyms (9 pages)

2. Unanticipated tasks

In the event unanticipated or additional work must be performed that is not identified in this RFP, but in DHS' opinion is necessary to successfully accomplish the Scope of Work, DHS will initiate a contract amendment to add that work. All terms and conditions appearing in the final contract including the salary/wage rates, unit rates and/or other expenses appearing on the Proposal will apply to any additional work, as needed.

3. Resolution of language conflicts (RFP vs. final agreement)

If an inconsistency or conflict arises between the terms and conditions appearing in the final agreement and the proposed terms and conditions appearing in this RFP, any inconsistency or conflict will be resolved by giving precedence to the final agreement.

APPENDICIES FOR THE RFP

RFP Attachments